

## **Job Description**

**Job title:** Assistant Customer Experience Manager

**Reports to:** Customer Experience Manager

**Responsible for:** Supervisors, Cashiers, SIA and FOH & Bar Staff

**Contract:** Full-time, 40 hours per week over 7 day week. Will include evenings and weekends.

**Purpose of role:** The Assistant Customer Experience Manager is responsible for supporting the Customer Experience Management department to lead a strong Front of House operation, ensuring that a cost effective and customer focussed range of services are consistently provided to the highest standards:

- **Costs** - To help lead a team that will deliver and exceed targets; and proactively contribute to the venues profitability by initiating ideas, systems and projects which will maximise sales and minimise costs
- **Culture** - To help build a positive, forward thinking, innovative and customer focused culture within the team and to develop and nurture a strong multi-skilled and adaptable workforce
- **Customer** – To ensure the customer is at the centre of everything we do, and that the wider team have a continuous awareness of and will to deliver and exceed all customers' expectations
- **Ambassador** – To help build and protect key relationships with Customers, Promoters, external suppliers and internal colleagues

## **Responsibilities:**

### **Retail Operation**

- As part of the Customer Experience Management team, lead the wider team to deliver a seamless Front of House operation
- Contribute to the review of systems and processes so the operation can be flexed to help achieve greater profits
- Ensure all shows are sufficiently staffed, whilst maximising all sales and keeping costs low
- Ensure the Front of House operation is managed and presented to the highest standard and fully complies with Health and Safety, Licencing and Hygiene Rules and Regulations
- Assist with the Duty Management of shows
- Assist with stock control systems including doing weekly in house audits and assisting external stock auditors

### **Customer**

- Proactively contribute to the creation of opportunities to enhance the customer experience by initiating and undertaking specific improvement projects

- Positively communicate with customers on all feedback received either in advance, during or after their visit
- Help lead the team in creating a strong customer centric culture
- Work with central departments to ensure a premium offer is available for all customers
- Assist in building relationships with both internal and external contacts, maintaining high levels of customer satisfaction at all times
- Assist with the smooth organisation and running of events and functions for customers including, but not exclusively, Scottish Opera and Scottish Ballet.

### **Sales / Finance**

- Effectively contribute to the maximising of sales and ensuring all Key Performance Indicators are achieved, which include but are not limited to Spend Per Head, Mystery Shopper Reports, Payroll Management and Stock Control
- Help manage FOH staffing levels in accordance with the venue budget
- With the Customer Experience Manager, compile various sales reports and disseminate information across the organisation
- Liaise with internal colleagues to ensure an excellent customer experience and maximise sales opportunities
- Maintain excellent long term relationships with suppliers and help secure effective return on investment

### **General Front of House Activity**

- Manage and motivate staff as required, monitoring and appraising their performance and ensuring that they are appropriately trained and developed
- With the Customer Experience Manager, represent the Theatre internally and externally to ensure effective communication and overall development
- Maintain good relationships with other venues, including strategic collaboration and sharing best practice
- Help maintain positive client relationships with third party Producers and their representatives
- Purchasing equipment and supplies and maintaining appropriate levels
- Any other duties as reasonably requested

### **Person Specification**

- Experience of leading a team to maximise sales and consistently achieve targets
- Ability and confidence in managing a diverse team, treating differing views with discretion and diplomacy
- Excellent verbal and written communications skills
- Creative problem solver and confident decision maker
- Experience of working in a fast paced environment, managing multiple projects at once
- Proactive and flexible attitude, particularly in approach to working hours
- Ability to effectively prioritise
- Positive and solution based, with creative approach to increasing revenue and minimising costs
- Enthusiasm for/ interest in the theatre and the work of ATG
- Absolute attention to detail
- IOSH, Personal Licence and First Aid qualifications are desirable