

# Deputy Customer Experience Manager

## Job Description

Responsible to: Customer Experience Manager

Responsible for: Customer Experience Team Members

### Purpose of Role

To assist in ensuring that all customers of the theatre have a first class experience, ensuring their visit is both enjoyable and memorable; that the highest quality standards are delivered across the customer-facing operation at all times; to assist in manage all areas of the Theatre's front of house operation including bars, Lounge, kiosks, events and hires and help with the food operation if applicable. To assist leading the team of staff working across these areas.

### Responsibilities:

To assist in inspiring a dynamic and client-focused Customer Experience operation.

To help deliver and exceed, profitability against set venue targets.

To define and achieve the right experience for each customer occasion, adapting by show and season, and in consultation with the Customer Experience Manager.

As a custodian of the building, to take pride in the theatre, monitoring the appearance of the theatre and reporting any issues, and ensuring the building is welcoming, safe and fully operational.

To work with ATG's central Food & Beverage Team, and the venue's senior management team, to ensure agreed strategies are implemented successfully.

To maintain a special focus on the operation of our 'premium' offer, ensuring venue targets and package sales are achieved.

To assist in provide excellent communication between the venue team, customers and visiting companies.

To assist with the recruitment and selection of all Team members in line with company policy.

To ensure that rota levels are in line with the business needs to maximise the potential of all areas.

To duty manage shows as requested.

To assist in managing external merchandise for shows where necessary, working in partnership with promoters.

To deputise for the CEM in the management of all stock levels and storage within the stipulated areas. Complete weekly audits of stock and oversee external stock audits.

Ensure accurate completion of daily sales documentation, stock ordering and purchase order system where requested.

To have a working knowledge of the till system.

To have full knowledge of all current and impending legislation in connection with licensing, public buildings, health and safety, and food hygiene.

To be a 'competent person' as defined in Health and Safety legislation, and lead on all departmental health, safety and environmental requirements, including risk assessments, COSHH, SET meetings, and emergency evacuation procedures.