

Deputy Visitor Experience Manager Job Description & Person Specification

DEPARTMENT: Visitor Experience
REPORTING TO: Visitor Experience Manager

POSITION SUMMARY

MAIN JOB FUNCTION

To support the Visitor Experience Manager in the management and smooth running of the Visitor Experience department and also undertaking Duty Management performances shifts.

The postholder will be responsible for the day-to-day coordination of the department ensuring all areas within are staffed and resourced to a consistently high standard. They will provide excellent customer service to audiences and ensure that customer feedback is responded to efficiently and effectively. The Deputy Visitor Experience Manager will be committed to fostering a safe and inclusive work environment for all visitors and staff.

Line management of the Usher and Volunteer Customer Host roles.

Supervision of the Duty Managers, Security Officers & Senior Security Officer, Visitor Experience Co-ordinator, Housekeeping Co-ordinator and Stage Door Reception when on shift.

RELATIONSHIP/POSITION IN THE ORGANISATION

KEY WORKING RELATIONSHIPS

Responsible to: Visitor Experience Manager

Responsible for: Ushers and Volunteer Customer Hosts

Internal: All Heads of Departments, Facilities, Technical, Creative Programming, Artistic, Box Office, Comms and Hospitality.

External: All visitors to the building including audiences and visiting companies.

JOB DESCRIPTION

MAIN DUTIES/RESPONSIBILITIES

1. Support the Visitor Experience Manager in the recruitment, training, development and performance management of the Visitor Experience team. This includes Volunteer Customer Hosts and Ushers, Stage Door Receptionists and Visitor Experience Co-ordinator, Housekeeping Operatives/Supervisor and Housekeeping Co-ordinator, Senior Security Officer and Security Officers and Duty Managers. Ensure all necessary records are up-to-date and submitted to HR.

2. Support the Visitor Experience Manager in ensuring companywide health and safety compliance and practices are observed at all times. When necessary, carry out risk assessments for activities/events and ensure all public spaces are safe and presentable at all times.
3. Undertake Duty Manager responsibilities including performance shifts. Duty manage the building primarily, but not solely, around the performances and events schedule and maintain up-to-date knowledge and awareness of procedures in Front of House and other relevant areas to enable efficient problem solving.
4. Take the lead role in the managing of incidents and emergencies whilst on duty including fire evacuation and first aid incidents.
5. Alongside the Visitor Experience Co-ordinator and Housekeeping Co-ordinator, manage the administrative requirements of the department including effective management of the staff rotas, payroll, inter-departmental recharges, weekly actual figures for the department's casual labour budget, ordering stock and supplies, Front of House signage, and management of the department's uniforms.
6. Ensure an exceptional standard of service to all visitors. Deal effectively with customer enquiries and abide by and enforce appropriate company policies and external licensing regulations. Take the lead on responding and resolving all the Visitor Experience department's customer feedback that is received in person, over the phone and via written communication. Consult with other team members and departments as necessary. Keep records of all complaints and responses to produce data to implement change where necessary.
7. Play an integral part in the development, organisation, and delivery of departmental training including health & safety procedures, customer service, conflict management, accessible provisions, Box Office and Hospitality requirements and Curve's charitable, fundraising and community messages, activities and initiatives.
8. Line manage and actively increase the number of Volunteer Customer Hosts by developing the current system. Take the lead on recruitment, training and engagement ensuring all relevant paperwork is up to date and submitted to HR.
9. With the support of the Visitor Experience Co-ordinator, chair the weekly Operations Meeting, which looks 4 weeks ahead at business activity using our online venue management software YesPlan. In attendance will be key representatives from all appropriate departments.
10. Maintain awareness of new policies and procedures when introduced and ensure all Visitor Experience staff are informed. Ensure the VE team and cover staff adhere to appropriate policies, procedures, and job guides when on duty.
11. In the absence of the Visitor Experience Manager make relevant departmental decisions and inform appropriate staff.
12. Maintain good working relationships with all persons associated with Curve and its operations, always demonstrating a high standard of professionalism.
13. Manage own time in an effective, efficient, and practical manner using own initiative to problem solve.
14. Work as part of the team, supporting colleagues and sharing knowledge with others. Ad-hoc break cover of Stage Door Reception.

15. Comply with and uphold the principles of relevant legislation and company policies and procedures.
16. Be an ambassador and advocate for Curve and promote Curve's company values and behaviours.
17. Undertake any additional tasks as may reasonably be required from time to time.

It is a requirement of Curve that all staff work in a flexible manner compatible with their jobs and in line with the objectives of the company. The Deputy Visitor Experience Manager will be required to work weekends and evenings for the proper performance of their duties. Please note the job description for this position may be reviewed and amended to incorporate future business needs.

Environmental Statement

At Curve Theatre, we recognise the vital importance of safeguarding the environment for current and future generations. To inspire positive change and promote sustainability, Curve Theatre has developed its 'Environment - Statement of Intent'. All work carried out at Curve will be done so with regard to this statement in order that our environmental goals can be met.

PERSON SPECIFICATION

Essential: the successful candidate will meet the majority of these requirements.

Experience

- Proven ability to manage or supervise others working in a customer focused role.
- Duty Management experience.
- Has previously delivered training sessions.
- Upholding Health and Safety procedures.

Skills and Knowledge

- Excellent at dealing with customer complains in person, over the telephone and via written communication.
- Working knowledge of word processing, database and spreadsheet computer packages.
- Excellent written and verbal communication.
- Comfortable communicating with all levels in the organisation.
- Excellent computer literacy and numerical skills.

Education, Training and Qualifications

- First Aid trained (current or previously trained).

Personal Attributes

- Genuine passion for exceptional standards of customer service and health & safety.
- Ability to work quickly and calmly under pressure.
- Ability to work to deadlines and manage conflicting priorities.
- Ability and willingness to be pro-active in dealing with problems.
- Ability to work unsociable hours.
- Natural communicator and ability to motivate others.
- Attention to detail.

Desirable: the successful candidate should meet some of these requirements.

Experience

- Experience working in an arts venue.
- Coaching and mentoring staff.
- Writing and reviewing risk assessments.

Skills and Knowledge

- Previously managed or supervised volunteers and zero-hour staff.
- Previously prepared staff rotas.
- Knowledge of the General Data Protection Regulation (GDPR).
- Knowledge of the licensing objectives as defined by the Licensing Act 2003.
- Ability to communicate using British Sign Language (BSL).
- Working knowledge of YesPlan or other venue planning application.
- Working knowledge of Staff Savvy or other rota'ing applications.

Education, Training and Qualifications

- Relevant Health & Safety qualification(s), i.e. IOSH.

Personal Attributes

- Enthusiasm for theatre and the arts.

SUMMARY OF TERMS

Contract	Full time, Permanent, annualised hours (39 hours per week)
Salary	£24,675.00 (pending annual pay review)
Probation period	6 months
Notice period	1 month within first year, thereafter in line with Company Policy
Pension	Company auto-enrolment scheme
Holidays	25 days plus statutory Bank Holidays
Benefits (non-contractual)	<ul style="list-style-type: none">• Life assurance scheme• Health cash plan• Employee assistance programme• Complimentary tickets• Curve membership• Eyecare vouchers scheme• Discount in the Café• Travel loans• Access to Smart Go travel discounts

- Staff wellbeing