

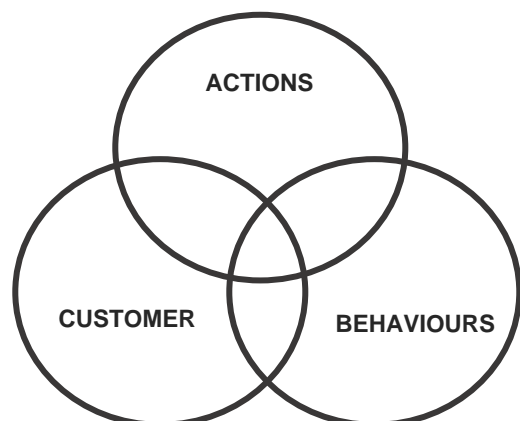
JOB DESCRIPTION

POST:	Assistant Customer Experience Manager
JOB PURPOSE:	<p>Supporting the Customer Experience Manager, the role is responsible for ensuring high standards of customer service; managing the Front of House team, including, Box Office and Ushers to deliver an exceptional experience for customers. You will be responsible for the smooth day to day operation of the Box Office and working with the Marketing Team and Customer Experience Manager to inform sales and audience development initiatives to ensure achievement of KPIs.</p> <p>The role requires excellent communication and leadership skills and an ability to manage and prioritise projects and tasks. Working proactively with the Customer Experience Manager, you will be responsible for the effective management and application of all Box Office functions and services and of Front of House colleagues, supporting with recruitment, training and development needs.</p>
RESPONSIBLE TO:	Customer Experience Manager
SALARY:	Grade 06
KEY RELATIONSHIPS:	Customer Services, Marketing, Technical, Operations, Productions Executive, Visiting Companies, Food & Beverage, Partner Agencies & Suppliers
BASE LOCATION:	The Riverfront Theatre & Arts Centre
MANAGEMENT RESPONSIBILITY:	All Front of House Colleagues, including Senior Ushers, Ushers, Box Office Assistants.

I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

HOW MY PERFORMANCE IS MEASURED



DISCLOSURE AND BARRING:

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

KEY RESPONSIBILITIES:

1. To manage The Riverfront Theatre's Front of House team including Senior Ushers, Ushers and Box Office colleagues through day-to-day operation, performance support and personal development, to deliver an exceptional customer experience.
2. To confidently lead and manage the team in line with all Newport Live policies and procedures including but not limited to; recruitment, onboarding and training, employee appraisals, managing performance, financial management and other processes.
3. Managing staffing of the Front of House team, ensuring that customer experience requirements for the building are met safely and in the most resource efficient manner.
4. To ensure the Front of House team deliver high-quality customer experience in line with the Vision, Mission and Values of Newport Live, which includes public, visiting companies and colleagues.
5. To ensure high standards of presentation are met by all customer facing areas and team members, and that effective marketing and signage are displayed and actioned correctly.
6. To work with the Customer Experience Manager to proactively collect, respond appropriately to and act on feedback in line with Newport Live's policies.
7. Responsible for day-to-day operation of the Box Office including, working with the Productions Executive and Marketing team to build show and event ticketing plans, create and deliver reports to stakeholders. Training and supporting Box Office staff to ensure the successful and efficient management and administration of all bookings, purchases and associated functions and policies.
8. Provide show sales and other audience data to the marketing team and to discuss and support and identify sales, engagement, and audience development initiatives and implement them to ensure achievement of KPIs.
9. To ensure all financial process are implemented including, invoicing financial settlements, group prebooking payments, cash handling and other functions in line with Newport Live procedures and policies.
10. Act as a key point of contact for hires and visiting companies, ensuring the booking system is up to date, conducting tours of the theatre and supporting with hirers and bookers requirements, ensuring a positive customer experience for all.
11. To co-ordinate the delivery of events and functions hosted by Newport Live, liaising with hirers about their front of house requirements and working with the Food and Beverage team to deliver excellent service.

- 12.** To act as Duty Manager, and when doing so, to be the responsible person for the operation, safety and security of the building, staff, and customers. This includes responsibility for the safety of the people using the building including evacuation procedures, opening, and closing, ensuring the facilities are set-up ready for audiences, workshops and other bookers, and all financial processes.
- 13.** To take responsibility for the house, working with the Technical Team to ensure effective and safe operation of the auditorium during performances including effective liaison between the Visiting Company and front of house team including when the performance can commence. Prepping the house, briefing, and overseeing the front-of-house staff.
- 14.** To work with the Customer Experience Manager to identify and ensure effective presentation and delivery of sales opportunities for The Riverfront Front of House including merchandise and all secondary spend opportunities.
- 15.** To work closely with the Café Manager to deliver profitable food, beverage and bar sales within the theatre ensuring high standards of service and presentation, maximising on all secondary spend opportunities including during shows, events, conferences and meetings.
- 16.** To deputise for the Customer Experience Manager in their absence.
- 17.** To maintain safety and security protocols and ensure compliance with operational standards, company policies and legislation.
- 18.** To be an ambassador for the Newport Live, representing the organisation in dealings with all internal and external stakeholders; managing the collective expectations, queries and objections of Newport Live colleagues and leading relevant business meetings where necessary.

You will be expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live. The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment. The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed. The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

ASSISTANT CUSTOMER EXPERIENCE MANAGER – PERSON SPECIFICATION

Area	Essential	Desirable
Education, Training & Qualifications	1.0 Educated to degree level and / or relevant experience in a Customer Service role (A)	1.1 First aid at work qualification (A)
Knowledge, Skills & Competencies	<p>2.0 Able to communicate effectively verbally and in writing to inspire and motivate colleagues, outside agencies, and customers. (A, I)</p> <p>2.1 Leadership and management skills to manage and inspire teams to deliver excellent performance and customer services. (A, I)</p> <p>2.2 Ability to effectively manage priorities and the progress of your own and your team's workload (A, I)</p> <p>2.3 Ability to recruit, manage and develop staff to create an effective workforce. (A, I)</p> <p>2.5 Confidence in the use of digital technology including CRM systems (I)</p> <p>2.5 Knowledge of GDPR legislation (I)</p>	<p>2.6 Ability to communicate in Welsh (I)</p> <p>2.7 Understanding of arts marketing (I)</p> <p>2.9 Knowledge of health and safety legislation and procedures. (A/ I)</p>
Experience	<p>3.0 Relative customer service experience. (A)</p> <p>3.1 Experience of working with digital box office and booking systems and databases including building show and event ticketing plans, reporting and training. (A/I)</p> <p>3.2 Experience of being responsible for opening, closing, and managing a building accessible to the public including Health and Safety procedure, emergency and daily procedures. (I)</p> <p>3.3 Effective management of resources including staffing. (A/ I)</p> <p>3.4 Communicating with customers and responding to feedback. (A/I)</p>	<p>3.5 Experience of managing and delivering training (A/I)</p> <p>3.6 Development of marketing and sales initiatives that optimise income, attendance and engagement. (A/I)</p> <p>3.7 Undertaking day to day financial processes including reconciliation and cash management. (A/I)</p>

Personal Attributes	<p>4.1 An effective leader of people with excellent communication and inter personnel skills. (A, I)</p> <p>4.2 Excellent planning and organisational skills with an ability to manage multiple deadlines (I)</p> <p>4.3 Motivated and strong attention to detail (A)</p> <p>4.4 Ability to work and remain calm under pressure (I)</p> <p>4.5 Able to demonstrate a friendly and enthusiastic customer focussed approach (A,I)</p>	
Other	<p>5.1 Able to work regular evenings, weekends and bank holidays. (A)</p> <p>5.2 Be able to work flexibly to meet the needs of the service. (A)</p>	

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre

Candidates must demonstrate in their application that they meet **all essential** shortlisting requirements to be considered for an interview with Newport Live.
