

Recruit

Job Title: Deputy Customer Services and Facilities Manager

Reporting to: Head of Customer Services and Facilities

Salary: £23,019 annually

Duration: Full Time | Permanent

Hours: As required, but no less than an average of 39 hours per week and within the working time regulations including evening, weekend and public holidays

Holiday entitlement: 20 days + Bank Holidays

Period of notice: 2 months

Timeline:

Application deadline: 10am Monday 20 December 2021

First round interview via QTH Zoom or in person at QTH: Tuesday 4 January 2022

Second round interview in person at QTH: Friday 7 January 2022

Start date: Monday 17 January 2022 (or ASAP after)

Fill in our application form at www.queens-theatre.co.uk/qrecruit

For assistance please email recruitment@queens-theatre.co.uk

Applications by CV will not be considered



Purpose of the Role

- To deputise in the absence of the Customer Services and Facilities Manager, taking responsibility for the day-to-day aspects of the Customer Services and Facilities.
- To support in leading the Front of House team to provide a universally welcoming, courteous, safe and secure environment at the Queen's Theatre for all visitors.
- To assist the Customer Services and Facilities Manager by meeting contractors as required.

Main Duties

- To take a leading role, working alongside the Customer Services and Facilities Manager, in delivering excellent customer service to all visitors to the Queen's Theatre, including developing and implementing training in excellent customer service for the team.
- To act as Duty Manager, representing the Theatre front-of-house in welcoming visitors, whether attending performances (in the auditorium, foyer, and elsewhere around the Theatre), or for any other reason; acting as principal contact for the emergency services as required; managing evacuations and other emergency procedures; and providing full Customer facing support for all events, preparing and resetting public spaces as required.
- To ensure the completion and circulation of a house report for every performance.
- To take a leading role, working alongside the Customer Services and Facilities Manager, in receiving, actioning, responding to, logging and monitoring all customer feedback, compliments and complaints.
- To fulfill accurately and completely internal accounting procedures according to the Theatre's financial regulations.
- To monitor and support all FOH sales including ensuring all sales points have adequate stock.
- To maintain safe and effective emergency procedures for the operation and evacuation of the building as required ensuring that all staff are appropriately trained.
- To maintain awareness of risks and threats throughout the building, and the security and safety of staff and visitors.

Person Specification

Essential:

Team working, and ability to work under own initiative
Proven experience in customer care
Good computer literacy
Experience, tact and skill in dealing with the public

Desirable:

First Aid at Work qualification