**Job title: Head of Visitor Experience**

**Main purpose of job:**

We are looking for an exceptional individual to lead Front of House operations at The Dukes and to play a key role as part of the theatre’s Senior Management team. You will be passionate about ensuring the best possible experience for visitors to the theatre, whether that’s buying tickets, coming to see a show, visiting our gallery or hiring one of our spaces, or coming in for a drink and something to eat. You will be responsible to the Chief Executive, be responsible for the Visitor Experience Team (comprising FOH, Box Office, Bar staff and Housekeeping Team as well as our team of volunteers), and you will work closely with the other members of the Senior Management team as well as the theatre’s Board of Trustees.

**Responsible to:**

Chief Executive Officer

**Working relationships with:**

Technical/Production Manager, Deputy Visitor Experience Manager / Bar Manager, Data Manager, Duty Managers, Visitor Experience Team, Housekeeping Team Volunteer Stewards

**Responsibilities:**

• Provide highest standard of visitor experience.

• Take responsibility for the public and ensure that all Health & Safety requirements

are met, demonstrating best practice at all times.

• Manage, motivate and support the Visitor Experience team, ensuring all staff

perform to the highest level and offer the best visitor experience.

• Respond to customer service issues for the department as required. Dealing with customer/visitor complaints effectively

• Identity and deliver opportunities to enhance visitor experience and increase

income generation.

• Liaise with suppliers to ensure effective and responsible sourcing of stock.

• Oversee stock control and stock takes.

• Ensure prompt and accurate financial reporting as required including HR and

invoicing.

• Ensure all cash handling procedures are adhered to.

• Recruit, train and develop members of the team.

• Oversee staff and volunteer rotas.

• Ensure good working relations with all departments to ensure the smooth running

of the organisation.

• Promote excellent working relationships with visiting companies.

• Act as licensee and ensure all legal requirements are adhered to.

• Ensure all staff are trained and competent in emergency procedures in partnership

with the Head of Technical and Production.

• To be one of the designated key holders able to respond to call outs.

• Act as Duty Manager on shifts where required, including covering the Box Office.

• Work with the Senior Management Team to develop our offer and income streams.

• Take lead responsibility for delivering our external outdoor events, including Park Show, Sunset Screenings and Light Up Lancaster.

• Maintain supplier relationships and handling service contracts.

• Have some Food Hygiene Knowledge to sustain 5 Start rating  
  
**Personal attributes**

**Previous Experience:**

• At least 3 years’ customer service experience in a hospitality or entertainment

environment.

• Effective leadership and management experience.

• Previous experience of licensed trading.

• Knowledge of Health & Safety guidelines and regulations.

**Essential Personal Attributes:**

• Excellent customer service skills

• Target driven with financial acumen

• Positive outlook

• Flexible

• Organised

• Team player

• Enjoys working with the public

• Good financial accuracy

• Attention to detail

• IT literate

**Terms & Conditions**

Salary: £34,608 pa

Hours: 39 hours per week

Holidays: 20 days (not including bank holidays)

Notice period: 3 Months