



Customer Experience & Hospitality Manager

About us

The Ambassador Theatre Group is an extraordinary success story. Founded in 1992 in the UK, we have become the world's number one live theatre company; we operate iconic venues, run major ticketing platforms and produce award-winning shows. Our mission is to bring the very best in live entertainment to the largest possible number of people.

People are at the heart of our success. We are passionate about bringing great live experiences to the widest possible audience; about giving the world's best creative talent the stage it deserves; and about providing our people and partners with opportunities to realise their full potential.

Our values

In everything we do, we strive to be Ambitious, Collaborative, Passionate and Smart.

- We are **ambitious** and seek to exceed people's expectations.
- We are **collaborative** and help each other to reach our goals.
- We are **passionate** about our work, our business, and our industry.
- We are **smart** in our quest for simple, efficient, and innovative solutions.

Corporate Social Responsibility: our priorities

- Next Generations: introducing tomorrow's audiences to the pleasures of live entertainment, recruiting and nurturing the next generation of industry talent.
- Inclusion: improving and promoting diversity, inclusion and well-being in the workplace.
- Sustainability: helping reduce our impact on the environment by making our business more sustainable.

A Stage for Everyone - Our Inclusion, Diversity, Equity and Access Mission Statement

Our stages are a platform for compelling stories – stories that are for all, by all, and of all. We shine our spotlight on our differences and believe that understanding and celebrating these differences makes us better global citizens. We are passionate about the pursuit of true diversity and equality. We strive to make our venues beacons of these ideals in our communities. Onstage and off, we hold ourselves accountable for nurturing an inclusive culture, one in which everyone can bring their authentic selves. At ATG, we provide a stage for everyone.

We recognise that we do not have all the answers; but we strive to listen, to learn and to change in order to ensure ATG becomes a truly inclusive organisation. We therefore welcome and encourage applications from individuals from the widest possible range of backgrounds and particularly welcome applications from those currently underrepresented in our workforce.

We are a Disability Confident Committed Employer, which means that we are taking action to ensure that people with disabilities and long-term health conditions feel supported, engaged and able to fulfil their potential in the workplace. We will offer an interview or recruitment event to disabled candidates who tell us they wish to participate in the scheme and who demonstrate in their application that they best meet the essential criteria for the role. Where we receive more applications than we are reasonably able to interview for any given role, we will retain applications for the next available interview opportunity wherever possible.

If you'd like to discuss accessibility prior to applying, please email recruitment@theambassadors.com for a confidential discussion.

The Theatre

The Princess Theatre is South Devon's largest regional theatre with a capacity of nearly 1,500 patrons. We showcase the best West End and touring productions from across the UK, averaging 200 performances a year. You will be working on a wide variety of productions, including top named comedians, touring musicals, local productions, one night concerts and our annual pantomime. All of which will need a dynamic approach to tailor the customer experience to our diverse audiences. We also have our Teatro café and Ice cream hatch that are open seasonally during the day as well as a restaurant for pre-theatre dining.

The Customer Experience and Hospitality Manager Role

This role is based at The Princess Theatre, Torquay but may involve some travel to other venues for training and meetings. The Customer Experience Manager reports to the Theatre Manager and is responsible for the wider Customer Experience team including both permanent and casual members of staff.

As Customer Experience Manager, you will manage theatre café, bars and kiosk operations, regularly acting as duty manager for performances. Leading the customer experience team, you will take responsibility for the day to day operations of the department, meeting and exceeding targets to deliver a profitable Food & Beverage operation. With a keen eye for detail, you will ensure that high standards are maintained across the department and the venue as a whole.

This role is challenging and requires an individual with tenacity, experience across retail and F&B operations as well as innovative ideas to help drive revenue. You'll be analytical, using data to inform decision making to further drive sales and realise untapped revenue potential. You will successfully develop and implement strategy across the department, while leading and inspiring your team and direct reports to deliver an outstanding customer experience.

Key responsibilities

- Line manage the Customer Experience Management team, leading on their development, monitoring their performance, and overseeing the management of the front of house teams and cellar person and maintaining a team culture that strives for excellence.
- Work with the Customer Experience Team in maximising revenue and ensuring that key performance indicators (KPIs) are achieved; including but not limited to spend per head, mystery shopper reports, payroll management and stock control.
- Duty manage theatre performances as required.
- Duty manage the café restaurant including the covering of cooking duties in the kitchen as required.
- Establish strong working relationships with internal departments, other venues, central departments, and producers, including strategic collaboration and sharing best practice.
- Manage external merchandise for shows, working in partnership with producers and promoters.
- Ensure the Front of House operation is being managed and meets the highest standards, whilst being fully compliant with Health and Safety, Licencing, and Food Hygiene Rules and Regulations.
- Assist in developing, planning and executing marketing, advertising and promotional activities along with the Venue Marketing and Ticketing Teams
- Ensure that front of house staffing levels are appropriate to ensure optimum revenue whilst ensuring that we operate within the cost budgets. Including leading on recruitment when needed.
- Manage the cellar person to ensure good stock control. Oversee the weekly audits of stock and external stock audits.
- Monitor the progress and effectiveness of the retail concepts in line with venue KPIs and customer satisfaction, and manage the implementation of new concepts with the Food and Beverage and venue teams.
- Ensure accurate completion of daily sales documentation, stock ordering and purchase order system.
- Promptly action customer and staff feedback when required, using materials such as 'mystery shop' reports, customer correspondence and staff appraisals.
- Manage communication with customers regarding feedback received either in advance, during, or after their visit to ensure our continued improvement in customer relations.
- Liaise with visiting production personnel as appropriate to ensure that their needs are met.
- Ensure the FOH teams are working in line with ATG's values and embrace the fast paced nature of this innovative and exciting venue.
- Must be target driven and be focused on exceeding financial targets.

- In line with the venue business plan and Budget, develop strategies to ensure the venue provides a first class audience experience.

Everyone's responsibility

Everyone at ATG is expected to play their part in achieving our goals and upholding our core values, by:

- Committing to creating and upholding a positive, inclusive culture that nurtures potential and supports well-being.
- Playing your part in reducing our environmental impact and finding more sustainable ways of working.
- Encouraging the next generation in live entertainment by contributing to our outreach and training programmes, including mentoring students and trainees, and supporting our Creative Learning and Community Partnerships work.
- Having a positive attitude to health and safety, legal and insurance requirements and take care to understand our policies and procedures. You'll help us uphold a positive culture around meeting our obligations.

We are all expected to participate actively in the life of the company, and opportunities will arise for you to collaborate with others across the business. Everyone at ATG is expected to be flexible and adapt as the needs of the business change, taking on new or different responsibilities as the need arises.

Your skills, qualities, and experience.

We welcome transferable skills from other industries. If you can demonstrate many of the essential skills, qualities and experience we encourage you to apply. We are able to provide training where necessary.

Essential:

- Experience of managing a large team in order to achieve targets and KPIs.
- Understanding of financial management and budget planning.
- Experienced in safety legislation, implementation of safe systems and developing safety culture.
- Excellent written and oral communication.
- Excellent planning and organisational skills.
- Problem solving skills – ability to remain flexible and calm under pressure.
- Excellent diplomacy and negotiation skills
- Highly computer literate – proficient with Word, Excel and Outlook.
- Ability to work under pressure and with a high degree of autonomy.
- Ability to develop, manage and apply systems and procedures.
- Ability to promote and represent the organisation.
- Customer service driven.
- Quality is at the heart of the job you do.
- A leader with the ability to support a large team while delivering results.
- Committed to promoting and offering equal opportunities.
- Extensive knowledge of event management.
- Extensive knowledge of safety and workplace legislation

Desirable:

- IOSH or NEBOSH Certificate.
- Personal License.
- First Aid At Work.
- Food Hygiene (Level 2/3).
- Experience of working in a conference and events setting.
- Experience of managing a largescale catering operation.
- Experience of using and managing till systems.
- Ability to manage and implement change.
- Ability to effectively schedule and manage large teams.
- Ability to deal with conflict/complaints in an effective and approachable manner .
- Enjoys and has a passion for live theatre and the arts.
- Committed to raising the profile of business within the local community.

- Knowledge of the wider live entertainment community and associations.