

Customer Operations Manager

Job Description and Person Specification

Directorate:	Transformation & Change	Service:	Theatres
Responsible to:	General Manager, Marine Hall	Responsible for:	Deputy Customer Operations Manager Casual Staff Volunteers Agency Staff Operations Support Assistant
Grade:	8		
Location:	Marine Hall, Fleetwood		

Job Purpose:

To deliver an efficient front of house experience for audiences and customers of Marine Hall.

To promote a commercially savvy front of house operation.

To ensure the highest standards of customer care and of front of house management of the theatre.

To lead the hospitality, agency and housekeeping teams to ensure the highest standards across all aspects of the front of house operation of the theatres.

To promote, price and coordinate events.

To support box office and where necessary provide cover for box office.

To ensure stock is managed efficiently throughout the venue and profitability is maintained.

To ensure a high standard of administration is in place to support the operation and colleagues in the wider team.

Key Tasks & Responsibilities:

- To supervise and organise the team to meet the operational requirements of the theatres and other event space.
- Together with the Deputy Customer Operations Manager, provide Duty Management cover for all shows and events within the venue.
- To develop and supervise direct reports, ensuring objectives are clear and progress is benchmarked.
- To communicate efficiently with the venue technical team to ensure the hirers technical requirements are met.
- To prepare rotas for all staff appropriately and efficiently to ensure a high level of customer service, to conform with the theatre's licence and maintain profitability.
- To manage external catering requirements and the event bar arrangements with employees and agency staff.
- Support the General Manager to deliver the venue service plan.
- To handle cash and other financial transactions and to submit returns according with the Councils Financial Rules and Regulations.
- To support the development of the programme of activities/shows within the venue.
- To deliver targeted spends on all shows and events.
- To compile show and financial outcome reports, allowing efficient future planning.
- To ensure the safety and security of the public areas of the theatres and that all events taking place within them are adequately staffed.
- To ensure regular fire drills take place with the bar and events teams.
- To meet with and seek out potential clients and promote the theatres including the selling of room/conference space, functions, dinners, parties and weddings.
- To supervise the Housekeeping Assistants to ensure that the highest standards of cleanliness and excellent levels of customer care is achieved and maintained in the venues.
- To be the main point of contact for the show team whilst on duty.
- In conjunction with the General Manager to monitor Health and Safety and maintain risk assessments.
- To operate computer systems including, the EPOS System, electronic booking system, creditor payments and goods/services ordering.

- Deal with all customer complaints efficiently and promptly.
- To carry out other such duties as directed by the General Manager which are appropriate to the tasks, responsibilities and grading of the job.

PERSONNEL REQUIREMENTS: To maintain a smart appearance and to work enthusiastically in the promotion of the public image of the Borough in the areas of responsibility outlined above and to be of maximum assistance to the general public wherever the opportunity arises.

Corporate Responsibilities:

The postholder will be expected:-

- To adopt a flexible approach to changing patterns of work and undertake such other duties as are consistent with the job purpose and grade of post.
- To promote best practice in meeting the requirements of Health and Safety legislation and Council policy, and comply with other relevant statutory legislation.
- To carry out duties in accordance with the Council's policy on equality and diversity.
- To accept that everyone has a right to their distinct identity, treating everyone with dignity and respect and ensuring that what our customers tell us is valued by reporting it back into the organisation.
- To provide quality services that are what our customers want and need, giving customers the opportunity to comment or complain if they need to, working with them to identify what needs to be done to meet their needs and informing managers about what customers say in relation to the services delivered.
- To develop oneself and others making every effort to access development opportunities and contribute effectively by participating in the Council's performance management scheme.
- To be responsible for Data Quality.
- To demonstrate a high standard of probity in the use of council resources and where a nominated budget holder manage spending within available resources.
- To support the delivery of the Council's Climate Change Strategy and Action Plans to achieve net zero in 2050.

QUALIFICATIONS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Good level of literacy and numeracy	Essential	Application/Interview
Appropriate management qualification	Desirable	Application/Interview
Personal Licence Holder Certificate or a willingness to obtain one	Essential	Application/Interview





SKILLS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Excellent interpersonal skills to be able to communicate and motivate at all levels	Essential	Application/Interview
Good understanding of performance management with regards to staff development	Essential	Application/Interview
Good knowledge of bar and catering operations	Essential	Application/Interview
The ability to contribute to the production of reports and business plans	Essential	Application/Interview
A good understanding of the requirements of a well managed theatre/ venue operation	Essential	Application/Interview
An understanding of relevant health and safety legislation	Essential	Application/Interview
Excellent customer care and communication skills	Essential	Application/Interview
Event management skills	Essential	Application/Interview

EXPERIENCE	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Experience of working in a theatre, in a front of house capacity, preferably as a manager	Essential	Application/Interview
Able to demonstrate sound experience of all aspects of budgetary management including the production of trading accounts	Essential	Application/Interview
Experience of cash handling and banking procedures	Essential	Application/Interview
Experience of managing all aspects of health and safety with particular reference to theatres	Essential	Application/Interview
Experience of managing events/shows and catering functions	Essential	Application/Interview
Experience of working with event/show companies and organisations	Essential	Application/Interview

Able to demonstrate sound experience of working in a supervisory position within a customer facing service	Essential	Application/Interview
Experience of managing computerised box office systems and databases	Desirable	Application/Interview

ADDITIONAL REQUIREMENTS	ESSENTIAL/ DESIRABLE	ASSESSMENT METHOD
Unsociable hours including evenings and weekends	Essential	Application/Interview
Demonstrate commitment to equal opportunities together with a clear appreciation of equalities issues	Essential	Application/Interview
Regular and Reliable Service	Essential	Application/Interview
Demonstrate behaviours that support our values	Essential	Application/Interview

**Our Values are key to delivering our vision, plans and strategies.
All Behaviours listed are essential to the post.**

			
Professional	Innovative	Collaborative	Customer focused
In being professional we...	In being innovative we...	In being collaborative we...	In being customer focused we...
<ul style="list-style-type: none"> • Have pride in how we represent the council • Treat people with respect and consideration • Are conscientious and carry out our work to a high standard • Carry out our work activities in an honest and ethical manner 	<ul style="list-style-type: none"> • Proactively embrace change and learn from our mistakes • Challenge and constructively question existing processes • Make best use of our resources to provide excellent services • Encourage creative thinking with colleagues and peers 	<ul style="list-style-type: none"> • Communicate effectively with colleagues and stakeholders • Develop productive relationships and achieve the best results • Recognise and embrace the knowledge and skills of others. • Embrace the concept of one team one council and all work together 	<ul style="list-style-type: none"> • Strive to provide excellent services • Understand our customers' needs and consider things from their perspective • Effectively communicate and manage expectations • Actively seek ways to maximise customer satisfaction

Special Conditions:**(e.g. Weekend work, shift allowance, car/mileage allowance)**

- The theatres deliver a seven-day service the salary is inclusive of weekend and evening work.
- Additional hours worked will be dealt with in line with the banking system and within your annualised hours agreement. See section 4 & 6 of guidelines for Annualised Hours of Working Arrangements.
- The council operates a strict non-smoking policy.
- Casual car user allowance. Casual Car User's will be paid at the middle band. You will be required to provide your own means of transport.

Prepared by: Dean Stewart**Date: December 2024****Post Holder Signature:****Date:**