



FRONT OF HOUSE & GUEST EXPERIENCE OFFICER

Role Title: Front of House & Guest Experience Officer

Service: Theatre

Location: Camberley Theatre, Knoll Road, Camberley, Surrey, GU15 3SY

Reporting To: Deputy Venue Manager

Role Purpose

- Lead on customer relations, including handling feedback and pre/post-event communications.
- Use customer feedback and data to continually develop the service, create new engagement opportunities and improve the customer experience.
- Support in the strengthening and maintenance of Accessibility and Safeguarding procedures.
- Regularly act as Duty Manager, ensuring the efficient and safe delivery of all theatre Front of House operations including box office, general stewarding and bar service.
- Ensure casual staff are kept informed of changes to procedures and have a strong knowledge of processes within the customer journey to maximise “first-contact” resolution of issues.



Main Duties and Accountabilities

Knowledge and Expertise

- A polite manner, and a calm and professional attitude.
- Strong understanding of customer service within the ticketing/events industries.
- Able to sustain a proactive work ethic throughout long and late shifts.
- Knowledgeable interest in arts/events and hospitality.
- Experience of Spektrix, DotDigital and Artifax.
- Knowledgeable interest in best practice principles for accessibility and safeguarding in entertainments venues.
- Supervisory Experience.

Relations with People (Internal and External)

- A team-player with great customer skills who can communicate effectively with people at all levels.
- Ability to communicate politely and diplomatically.
- Ability to remain approachable, and to deal sensitively and assertively in challenging situations.
- Ability and confidence to occasionally take the lead when required.
- Ability to create and maintain effective relationships.
- Ability to confidently present information and recommendations to senior colleagues.

Creativity and Innovation

- Ensure tasks are quality driven and responsive to customer needs and expectations.
- The ability to maintain standards and operational requirements.



- Seek ways to improve efficiencies at an operational level and enhancements to the customer experience.

Financial Accountability

- Work with strict adherence to the Council's financial regulations and policies.
- To account for income received following agreed procedures for cash handling, recording and storing takings correctly as Duty Manager.
- Support Deputy Venue Manager with Daily Banking and Petty Cash reconciliations where necessary.

Impact upon the Organisation & the Community

- Ability to make a positive impact through a professional and enthusiastic approach.
- Ability to engender trust and confidence.
- Ensures the highest possible quality of experience for customers and theatre users.
- Identifies viable ways to increase income and decrease costs.

Management & Supervisory Responsibilities

- Assist the Theatre Management with the theatre's bar services, including stock control, supervision of bar staff, and ensuring overall efficiency and cleanliness of bar operation.
- To contribute to the maintenance of health and safety standards and welfare for the premises to meet statutory requirements.
- To lead by example on show/event nights and manage Casual Theatre staff including contributing to training, recruitment and meetings.
- Act as Duty Manager having the confidence to take charge of a situation and deal with any issues which may arise.



Initiative & Independent Action

- Ability to use initiative when problem solving.
- Ability to provide the right people the right information.
- Ability to prioritise and manage own work load.

General

- To carry out any other duties, commensurate with the grade of this post, as and when required.

Customers and Contacts

Important Internal Relationships

- Deputy Venue Manager
- Venue and Events Manager
- Box Office team
- Venue Technicians
- Front of House Casual Staff
- Wider directorate team (Housing, Community and Recreation)

Important External Relationships

- Camberley Theatre customers
- External hirers (community and commercial)
- Touring companies
- Local town centre management and promoters (The SQ, Collectively Camberley etc)



Front of House & Guest Experience Officer - Person Specification

Qualifications and Training

Criteria	Essential or Desirable	Application, Interview or Assessment
GSCE Level or equivalent training	Essential	Application

Knowledge and Expertise

Criteria	Essential or Desirable	Application, Interview or Assessment
A polite manner, and a calm and professional attitude.	Essential	Interview
Strong understanding of customer service within the ticketing/events industries.	Essential	Application / Interview
Knowledgeable interest in arts/events and hospitality.	Essential	Application / Interview
Experience of Spektrix Box Office system and Artifax booking system.	Desirable	Application / Interview
Knowledgeable interest in best practice principles for accessibility and safeguarding in entertainments venues.	Desirable	Application / Interview
Supervisory Experience.	Desirable	Application / Interview



Relations with People

Criteria	Essential or Desirable	Application, Interview or Assessment
A team-player with great customer skills who can communicate effectively with people at all levels.	Essential	Interview
Ability to communicate politely and diplomatically.	Essential	Interview
Ability to remain approachable, and to deal sensitively and assertively in challenging situations.	Essential	Interview
Ability and confidence to occasionally take the lead when required.	Essential	Interview
Ability to confidently present information and recommendations to senior colleagues.	Essential	Interview

Creativity and Innovation

Criteria	Essential or Desirable	Application, Interview or Assessment
Ensure tasks are quality driven and responsive to customer needs and expectations.	Essential	Interview
The ability to maintain standards and operational requirements.	Essential	Application / Interview



Seeks ways to improve efficiencies at an operational level and enhancements to the customer experience.	Essential	Application / Interview
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Financial Accountability

Criteria	Essential or Desirable	Application, Interview or Assessment
Knowledge of Council's financial regulations and policies	Desirable	Application / Interview
Experience handling and reconciling cash	Desirable	Application / Interview

Impact upon the Organisation and the Community

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to make a positive impact through a professional and enthusiastic approach	Essential	Application / Interview
Ability to engender trust and confidence	Essential	Interview
Ensures the highest possible quality of experience for customers and theatre users.	Essential	Interview
Identifies viable ways to increase income and decrease costs.	Desirable	Interview

Management and Supervisory Responsibilities

Criteria	Essential or Desirable	Application, Interview or
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		Assessment
Experience of theatre bar services, including stock control, supervision of bar staff, and ensuring overall efficiency and cleanliness of bar operation.	Desirable	Application / Interview
Ability to contribute to the maintenance of health and safety standards and welfare for the premises to meet statutory requirements.	Desirable	Application / Interview
Ability to lead by example on show/event nights and manage Casual Theatre staff including contributing to training, recruitment and meetings.	Essential	Application / Interview
Experience acting as Duty Manager, having the confidence to take charge of a situation and deal with issues as they arise.	Desirable	Application / Interview

Initiative and Independent Action

Criteria	Essential or Desirable	Application, Interview or Assessment
Ability to use initiative when problem solving.	Essential	Interview
Ability to provide the right people the right information.	Essential	Interview
Ability to prioritise and manage own work load.	Essential	Interview



Additional Requirements

Criteria	Essential or Desirable	Application, Interview or Assessment
Flexibility to work varying shifts across all 7 days of the week.	Essential	Application / Interview

DBS Requirements

- Standard Check

