

JOB DESCRIPTION

Job Title: Customer Service Assistant – Landmark Theatres

Responsible to: Duty Manager & Operations Manager

Place of Work: New Theatre & Key Theatre Peterborough

Hours of Work: Subject to variation to meet business requirement

Salary: £9.50-£10.42 per hour

Contract: Casual Zero Hour

About Landmark Theatres

Landmark Theatres is a portfolio of regional venues in North Devon and Peterborough receiving a wide variety of arts and cultural opportunities for local communities. This includes major touring productions, high-profile live music acts, big-name stand-up comedy, dance, superb theatre and new writing. We also produce high-quality Musicals, Drama and Family productions including our annual family Pantomime in Peterborough.

Our venues consist of: Queen Theatre, Barnstaple (650 seats), Landmark Theatre, Ilfracombe (450 seats), the New Theatre Peterborough (1,100 seats) and the Key Theatre Peterborough (112 & 360 seats). We are the largest new theatre entrant to Arts Council England's National Portfolio (23-26) and are working with a number of high-quality partners such as Birmingham Royal Ballet, The National Theatre and Paines Plough.

We receive an annual grant of £1 million a year for the current three-year funding cycle from 2023-24 to 2025-26 to ensure that Landmark Theatres can deliver an ambitious artistic mission, driving quality work, inspiring and developing new talent for and with the audience we serve across North Devon and Peterborough. This funding is a great vote of confidence in our potential to deliver to areas previously underinvested in culturally. We are now building a new producing theatre organisation outside London – for the first time in a generation.

The company has strong foundations in generating income as commercially driven businesses, driving trade and strong attendance. But newly found relationships with key stakeholders such as ACE have broadened the companies' ambitions against their Let's Create Strategy.

We pride ourselves on an in-depth understanding of the locations in which we operate. Working in areas of lower cultural engagement across the UK. We are respectful and responsive to local priorities, deliver innovation and work in partnership to empower our communities. We deliver a breadth of creative activities and ways in which our communities can engage whether that be as an audience member, participant, decision maker or through developing talent.

landmarktheatres.co.uk/

Landmark Theatres is a value-led organisation: innovate, include, collaborate, empower, sustain. We are committed to being diverse and inclusive and to making our workforce representative of different backgrounds and experiences of the communities we serve.

LANDMARK THEATRES LTD

About the role

Our Customer Service Assistants are responsible for the delivery of an excellent customer experience. This includes all visitor operations including customer service, ushering, bars and food service.

The successful candidate will work as part of a strong team, delivering exceptional service for all occasions, including pre-show and interval bars and dining, event hires and conferences. At all times, the role must have a can-do attitude and act as an ambassador for the Company and venues.

Whilst Landmark may be essentially a theatre company, we believe that Landmark's hospitality is as important and has the same profile as our theatre operations and must be part of the ethos of Landmark Theatres from day one. Thus, the ideal candidate will be prepared to always deliver only the best service and thrive in the diversity of the theatre environment.

Everything that happens in our venues are all part of the show, and we strive to ensure our visitors have a wonderful "total customer experience".

Key Responsibilities:

Operations

- As rota'd, operate a variety of sales points including (but not limited to) bars, restaurants, box office, ice cream sales, merchandise and roaming;
- Operation of till points and the correct use of all associated sales technology;
- Pro-active contribution to and the participation in all sales incentives and upsell schemes;
- Usher as required including welcoming visitors to the venues, checking tickets, seating guests and monitoring the audience during the shows;
- With the support of management, responsibility for the safety of all visitors;
- Adhere to and responsibility for emergency and evacuation procedures;
- With the support of management, responsibility for the security of all venue assets;
- Carry out stock counts as and when required, stocking of shelves as per guidance, stock rotation;
- Maintain the cleanliness & tidiness of all FOH areas as standard, including deep-cleans as and when required;
- Ensure that all FOH areas are operated in a manner that is both professional and safe;
- Comply with all health & safety standards, venue licensing laws; Food Safety policies and legislations as advised by venue management;
- Pro-actively contribute to Landmark's Health & Safety meetings and adhere to its policies;

Customer Service

- Maintain customer service standards that, when met, will guarantee the delivery of excellence in all aspects of customer service;
- Champion Landmark's Access Policy across the venues;
- Act as 'the face of' the Company and venues at all times and respond to all customer enquiries, feedback or complaints in a professional manner, representing the Company appropriately;

Environmental Impact & Ethics

- Ensure that all waste products generated by Hospitality and FOH activities is disposed of in a manner which meets our "zero to landfill" criteria and contributes to Landmark Venues' aim to reduce the use of plastics as much as practicable.

Finance

- Adhere to the venues' cash handling policies;
- Knowledge of required financial reporting as requested by venue management.

Other responsibilities

- Dress in accordance with Landmark Theatres uniform policy;
- Undertake training as relevant to the post, as and when requested;
- Carry out other duties that may from time to time be reasonably required by other departments, to assist the Company in achieving its business objectives.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

In consultation and agreement with you, this Job Description may be amended at any time.

To apply for this role please complete the application form found on our website and return to jobs@landmarktheatres.co.uk with Customer Service Assistant - Peterborough in the subject line.