

Job Outline

A horizontal decorative border consisting of a series of small, light red diamond shapes.

Job Title:

Customer Experience Supervisor

Basis:

Full Time

Salary:

Grade 7

Base:

Maesteg Town Hall

Accountable to:

Theatres Manager, Maesteg Town Hall

Accountable for:

Customer Experience Assistants
Volunteers
External Supplier relationships

Your Role:

As our Customer Experience Supervisor, you will train and motivate a team of Customer Experience Assistants to deliver a first-class service via our café and bars to Maesteg Town Hall customers daily.

You will undertake the preparation and organisation of the café and bars to meet the event requirements and calendar, whilst supporting the General Manager and Theatres Manager in the smooth running of the venue.

In this role, you will:

- Oversee recruitment, training, support and rostering of the Customer Experience Assistants, in line with agreed budgets, policies and procedures.
- Ensure café and bars run efficiently and cost effectively for performances and events.
- Act as a key-holder, Duty Manager, events liaison and café Supervisor according to the needs of the business.
- Implement and co-ordinate appropriate training for staff ensuring training is undertaken as appropriate, in relation to but not limited to customer service, food service, bar management, manual handling, food handling, hygiene, Health & Safety and Fire Awareness.
- Ensure that the most up to date procedures, policies and legislation, such as licensing requirements, are adhered to by staff at all times.
- Lead on driving customer service standards throughout the venue assisted by GM/TM, ensuring that all customers receive a warm welcome and efficient, safe service.
- Liaise with visiting hires regarding arrangements for their event/s. These can include, but are not limited to, catering, meet and greets, the selling of merchandise, riders, and show warnings.
- Liaise with external suppliers for general stock, events, including access and collection as necessary.
- Provide effective supervision, ensuring all cash handling procedure for café/bar are correctly managed.
- Ensure that stock is maintained to levels that meet demand, undertake stock checks, rotations, and ensure that EPOS is up to date and accurate at all times.
- Obtain a personal Licence and gain a thorough understanding of current premises legislation.

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General Duties and Responsibilities:

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Comply with all legal requirements relating to the General Data Protection Regulation (GDPR).
- Uphold and integrate our purpose and values in all that you do.
- Contribute to our environmental sustainability goals.
- Drive change through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business.

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Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS (E):

- A good degree of initiative, resourcefulness, flexibility and a self-motivating approach (E)
- Innovative thinker with a solutions-based approach (E)
- Positive and motivational approach to support colleagues and teams to achieve common aims and objectives. (E)
- Confident and professional approach and enjoys networking and building positive relationships with all stakeholders (E)
- Forward thinking and able to contribute to aims and objectives of Awen through its vision and brand values (E)
- Works well under pressure and is able to effectively manage multiple priorities to strict deadlines (E)
- Set high standards of performance for self and others in meeting internal and external customer expectations (E)
- Interest and enthusiasm in theatres and arts
- Promotes a positive, fair and inclusive working environment
- A creative thinker who can contribute to the development of the Theatres and Awen.

Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS (E):

- NVQ Level 3 in Hospitality or similar or be able to demonstrate similar through experience NVQ in Customer Service or be able to demonstrate similar through experience (E)
- Good verbal and written communication skills (E)
- Good time management and ability to follow instructions (E)
- Ability to work in a multifaceted position and deliver outcomes to tight deadlines (E)
- Ability to work on own initiative as well as a key member of a team (E)
- Excellent numeracy skills in relation to collation, reporting of financial data and cash handling (E)
- Experience in a customer service role within an arts or events environment (E)
- Excellent ICT skills with experience in using Microsoft Office (E)
- A full driving license and access to your own vehicle for work purposes.
- A personal license
- Knowledge and understanding of health and safety regulations for theatres and maintenance tasks
- IOSH managing safely qualification or demonstrate similar through experience
- Evidence and understanding of Awen's offer and services
- Ability to speak Welsh