

CREWE LYCEUM THEATRE

CHESHIRE'S LANDMARK EDWARDIAN THEATRE | THRILLING AUDIENCES SINCE 1911



Customer Experience Assistant

Job Description and Person Specification

June 2021

Crewe Lyceum is one of 11 venues within HQ Theatres & Hospitality's current portfolio of regional theatres and concert halls.

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment. HQ Theatres currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. In 2019, HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

Trafalgar Entertainment was co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017 and is a premium international live entertainment business focused on new productions, the distribution of live-streaming innovative content and the provision of amazing spaces where people can come together to share in the experience of live entertainment. Trafalgar Entertainment is home to Trafalgar Theatre, Theatre Royal Sydney, Olympia Theatre, HQ Theatres & Hospitality, Trafalgar Theatre Productions, Trafalgar Releasing, Stagecoach Performing Arts, London Theatre Direct, Luke Shires Marketing, Jonathan Church Productions, Chiswick Cinema and More2Screen.

Crewe Lyceum Theatre is Cheshire's landmark Edwardian theatre and we have been thrilling audiences since 1911. With a seating capacity of 677 the Lyceum Theatre has a rich history including more than ten years as the home of English Touring Theatre. We present a wide range of performances including West End musicals, drama, dance, comedy, live music, local events and small scale / fringe theatre productions. Under HQ Theatres & Hospitality's tenure significant investment has been made in the building including the creation of the Lyceum Studio, a 100 seat multi-purpose performance and events space. Working in partnership with Cheshire East Council, the Lyceum has recently launched a new programme of creative learning and engagement, including artists and companies in residence. Our popular restaurant offers attractive show and dine packages and event catering. Crewe Lyceum takes an active role in the local community, including playing our part in shaping and supporting significant town centre regeneration investment and a leading role in the successful Crewe Cultural Forum.

Employment type: Casual Workers Agreement

Salary: Meets national minimum wage.

Hours: Flexible schedule, fluctuating inline with the business needs. Working hours will include evenings, weekends and Bank Holidays.

Work location: You will be based at Crewe Lyceum Theatre, Crewe and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

Purpose of the role: This is a hands on, operational role. The post holder will be expected to deliver a whole range of events and activities held at Crewe Lyceum including shows, conferences and private events. They will ensure the highest quality in service to meet the great range of requirements of our many clients and visiting companies. They will have a particular emphasis on delivering exceptional customer service in a challenging and pressured environment.

Our ideal candidate: Enthusiastic individual with customer service experience.

Closing date: 17th April 2022, 5pm

How to apply: Download and complete an application form from www.crewelyceum.co.uk and email your completed application form to recruitment@crewelyceum.co.uk

Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

REPORTING

You will report to the Hospitality General Manager and venue management team.

KEY ACCOUNTABILITIES

Operations

- Act as an ambassador for Crewe Lyceum Theatre and HQT&H at all times, including all areas of the business demonstrating company values.
- Have a thorough working knowledge of all HQT&H products and look for opportunities to promote and sell, including membership, tickets, food and beverage.
- Establish a visible and accessible staff profile throughout the theatre in order to foster good relations and to provide support, advice and assistance to all visitors.
- Support the theatre management team in all aspects of customer service delivery, representing the venue in a positive and professional manner.
- Work to provide a professional experience for any clients using the venue to host an event.
- Be a problem solver, look for creative ways to find a positive outcome to any problem, with the customer experience always being primary driver.
- Ensuring all storage areas are kept clean & tidy and that all equipment is properly stored.
- Work in all areas of the business in line with the requirements of the theatre and in line with instructions of the Hospitality General Manager and theatre management team.

Customers

- Provide excellent customer service at all times going above and beyond expectations.
- Provide hands on support to all customer-facing facilities.

Health & Safety

- Uphold exceptional standards of cleanliness within all venue areas in accordance with company policy procedures and expectations.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

Training and Development

- Undertake appropriate training and professional development as determined by the senior management team.
- Use your expertise to provide guidance, support and training to other members of the venue team.

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hqtheatres.com

Other Responsibilities

- Comply with Crewe Lyceum and HQT&H's policies and general operational procedures at all times and attend meetings as required.
- Be vigilant at all times and know the lines of communication and emergency procedures, taking appropriate action to ensure personal safety and security as well as that of our customers and colleagues.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.

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. In particular, 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.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Skills

- Personable, approachable and welcoming demeanour.
- Ability to articulate with excellent communication skills.
- Ability to work under own initiative to identify positive avenues for change.
- An excellent manner when dealing with the public and industry colleagues.
- An ability to be flexible to business needs and work calmly and effectively under pressure.
- A proactive and positive approach to solving problems in a prompt and independent manner.
- To be supportive of colleagues in other areas of the business when required.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner, which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- Enthusiasm for live theatre and entertainment, and for the provision of excellent service.

Desirable

- Previous food, bar and/or retail service.
- Previous experience of electronic till systems.
- Previous experience in a busy customer service environment.

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