

BUXTON OPERA HOUSE & PAVILION ARTS CENTRE

HIGH PEAK THEATRE TRUST LIMITED

JOB DESCRIPTION

POST: Visitor Services Manager.

DEPARTMENT: Operations.

REPORTING TO: Head of Operations

MAIN JOB FUNCTION:

The Visitor Services Manager is responsible for bringing the very best in live entertainment in the heart of the Peak District presenting over 450 live performances each year.

The role is challenging and will require experience in Customer Service, retail, bars, and our VIP lounge.

The team will establish the drive in sales and potential revenue alongside delivering outstanding customer service.

MAIN DUTIES:

- Effectively lead and develop the management of the Front of House team to ensure that operations run smoothly and audiences receive an exemplary visitor experience.
- Maximise secondary income spend.
- Establish a strong working relationship with all departments, to ensure that we have staff for the Opera House, The Pavilion Arts Centre and any other events as required.
- Manage stock levels and storage and to complete monthly stock audits with our Finance Department and ensure that we are operating within budget.
- Utilise the EPOS system and track and monitor sales.
- Manage external merchandise for Visiting Companies and ensure to be the liaison for this, ensuring that all sales are recorded and balanced.
- Liaise with all staff with weekly communication to ensure all are aware of upcoming events.
- Manage, create and distribute the weekly staffing rota.
- Responsible for the effective recruitment of all Customer Services team members including Volunteers.
- Ensure appropriate induction training is carried out for all new starters.
- Undertake Duty Management shifts as and when required.
- Order all stock for sales positions including all alcohol, ice creams and merchandise.
- Work towards the Buxton Opera House business plan to ensure all values are carried out.
- Review and identify any training opportunities and maintain a culture that strives for excellence.

- Uphold the principles of, and adhere to, company policy and procedures relating to General Data Protection Regulations and to ensure that all data is dealt with in accordance with current legislation.
- Take reasonable care of your own Health and Safety and that of others who may be affected by your actions.
- Comply with and uphold the principles of relevant legislation and company policies and procedures.
- Be an ambassador and advocate for Buxton Opera House and Buxton International Festival and promote the company values and behaviours.
- Undertake any additional tasks as may reasonably be required from time-to-time.

The postholder will be required to work across the business including, but not limited to: Buxton Opera House, Pavilion Arts Centre and the Trust's offices at No5 The Square. It is a requirement of Buxton Opera House that all staff work in a flexible manner compatible with their jobs and in line with the objectives of the company. The postholder will be required to work weekends and evenings from time-to-time for which time off can be taken in lieu. Please note the job description for this position may be reviewed and amended to incorporate future business needs.

PERSON SPECIFICATION

Essential: the successful candidate will meet the majority of these requirements.

Experience

- Experience of working in a challenging and busy environment.
- Experience in working in a customer service environment or similar
- Experience in managing a team.

Skills and Knowledge

- Impeccable administration skills.
- Meticulous attention to detail.
- Strong planning and organisational skills.
- Exceptional written and verbal communication skills.
- Excellent time management skills.
- Excellent computer literacy (including Microsoft Office).
- Ability to manage multiple projects concurrently.

Education, Training and Qualifications

- No formal qualifications required.

Personal Attributes

- Desire to work full time in a Customer Service environment. This role will be required to work majority evening and weekends.
- Passion for theatre and disciplines across art forms
- Ability to react positively to quickly changing priorities
- Ability to remain highly organised in a busy, constantly changing environment

- Ability to plan and prioritise work effectively
- Ability to thrive under pressure
- Logical thinker
- Excellent team player and collaborator
- Ability to build positive working relationships with others
- Energetic and positive approach
- Commitment to high standards of delivery with the resources available
- Commitment to equality of opportunity and staff development
- Commitment to the work and values of the theatre

Desirable: the successful candidate should meet some of these requirements.

Experience

- Experience of working within a producing theatre
- Experience of using EPOS systems

Skills and Knowledge

- Up to date knowledge and interest in the theatre industry, including knowledge of current trends in and issues affecting the industry
- Understanding of audience demographics
- Knowledge of producers, artists and work in the subsidised and commercial sectors
- Knowledge and understanding of audience development
- Awareness of Health & Safety practice and procedures

Education, Training and Qualifications

- Educated to A level standard (or equivalent)
Theatre or arts administration qualification

SUMMARY OF TERMS

Contract	Full time, permanent (40 hours per week)
Salary	Up to £25,000 per annum
Probation period	Six months, with one week's notice on both sides.
Notice period	One month on both sides, following successful completion of probationary period.
Pension	Company auto-enrolment scheme
Holidays	25 days plus statutory Bank Holidays