

<b>Job Title:</b>	Visitor Experience Manager
<b>Responsible To:</b>	General Manager
<b>Hours:</b>	40
<b>Salary:</b>	£30,000

### Who you are

This role is responsible for the day to day running of the theatre, providing a high-quality customer experience and ensuring customers and staff are safe and welcome. You will play a central role to the team collaborating with every department to ensure an efficient and excellent service.

As Visitor Experience Manager you are responsible for ensuring our beautiful building is looking it's best for all our visitors; including customers and visiting companies, giving them a warm welcome and a high-quality Trinity experience.

You are also responsible for ensuring all events and shows are adequately staffed by our dedicated volunteers and you will be responsible for managing their training and wellbeing.

Working across many different events, and with many different teams, this will be an exciting and varied role for anyone with a passion for working with people, their local community and the arts.

### Who we are

Based in a Grade II\* Listed ex-church, Trinity Theatre is a unique and welcoming venue and a charity that aims to use the arts for the personal and creative benefit of the local area.

We host a busy programme of events, offering a mix of theatre, live music, cinema and community events. We have a strong Creative Engagement offering featuring a wide range of artistic opportunities to the public as well as the incredibly busy and talented Trinity Youth Theatre.

Our values sit at the core of what we do and are embraced by our staff team, volunteers and board. They are to be:

- An **INCLUSIVE** charity that welcomes and encourages anyone to engage with Trinity and the arts.
- A charity that strives for **QUALITY**, to achieve the very best we can, in everything we do.
- A **NURTURING** charity that supports, develops and cares for its staff, volunteers, partners and audiences.
- A charity that fosters **JOY**, in what we do and the people we do it with.

This is a truly exciting time for Trinity as we have launched a new brand, alongside this we will be shortly releasing our new website and publishing our Social Value report. We have a diverse and exciting programme of events for 2025 and a team dedicated to delivering a high quality experience.



We are more committed than ever to bringing the creative arts to all in the local community. This summer will see the re-opening of our Clocktower – a transformational heritage project funded by the National Heritage Lottery Fund.

Trinity is a force for good in Tunbridge Wells, providing wonderful live entertainment and building social cohesion, changing lives for the better.

## **Responsibilities**

**Shows/Events** – Organise and co-ordinate the front of house requirements including, managing staffing and training of FOH staff. You may be required on occasion to personally duty manage high profile events and cover gaps due to illness.

**Bar and Cafe** - Organise and co-ordinate the cafe (day) and bar (night) staffing including any Trinity in-house events. Work with the team to ensure there is sufficient stock and little wastage. Be responsible for relevant licencing.

**Box Office** – Work with the Box Office Manager to deliver high-quality customer experience at the Box Office and cover on rare occasions.

**Management** – Effectively manage and develop all reports including volunteers as appropriate and ensure they feel motivated, secure and appreciated. Act as that central communication point between staff and volunteers and maintain the flow of useful communication.

**Training** - Train new staff and volunteers in delivering safe and excellent customer service and provide refresher training of staff that they know event processes.

**Car Park** – Effectively manage and operate Trinity car park, including maintaining the car park machine, and car park enforcement.

**Gallery** – Effectively oversee the safe management and presentation of the space, helping artists with their get in/out.

**Cleaning**– Effectively manage the cleaning schedule of the venue ensuring a clean and welcoming space for customers and visiting companies. Schedule and implement a rolling and reactive programme of cleaning.

**Health and Safety** – Lead the H&S for the FOH team and be part of the H&S team. Have food standards/hygiene and COSHH/HACCPs knowledge and training.

**Administration** - Create, maintain and manage weekly FOH admin, including show notes, show posters, floats, lost property and reviewing artists' riders. Ensure anything resulting from these is actioned.

**Relevant Experience**

**Essential**

- Excellent communication and personal skills
- Passion for people and their wellbeing – both with the people you manage and our customers
- Passion for the arts and creativity
- Experience of managing customer service teams and related responsibilities
- Respect for confidentiality and for safeguarding measures
- Excellent timekeeping and organisation skills
- Ability to learn new processes, workflows and develop a good understanding of the key requirements and deliverables
- A calm and proactive problem-solving approach and ability to troubleshoot
- Able to work calmly under pressure and deal effectively with the unexpected
- Ability to exercise critical thinking and improve the service and the departmental procedures

**Desirable**

- Knowledge of managing a box office and relevant software
- Knowledge and understanding of health and safety, relating to a multi-purpose venue
- Knowledge and understanding of the operational workings of arts organisations or visitor attractions.

We value education and a degree level qualification is desirable for this role. We will, however, consider applications from suitable skilled and experienced candidates without a qualification.

### Other Information

#### **Holiday**

Our holiday allowance is 32 days a year including eight bank holidays.

#### **Pensions**

Trinity provides statutory pension support after qualifying period if employee signs up to scheme. We will contribute 3% alongside minimum employee contribution of 5%.

#### **Probation**

The probation period will be three months for both parties.

#### **Data Protection**

Any data about you will be held securely with access restricted to those involved in dealing with your application in the recruitment process. Information provided on the Equal Opportunities Monitoring Form is separated from your application, held confidentially and only used to monitor and analyse Trinity policies. It is not used during the short-listing process. Any information will be kept on file for a max of 12 months and then destroyed.

#### **Equal Opportunities**

Trinity Theatre values and promotes diversity and is committed to equality and opportunity for all. No job applicant or employee will receive less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, gender, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion. If any candidates have any concerns about the specifics of the recruitment process, they should make contact to discuss any potential adjustments.

#### **Appointments**

In line with the Trinity's Safeguarding Policy, any relevant appointment will be made subject to a satisfactory enhanced Disclosure and Barring Service (DBS) disclosure. Disclosure information will be treated in the strictest confidence and shall only be seen by those who need to see it as part of the recruitment process. Only relevant information will be taken into account. Trinity will not discriminate unfairly against any convictions or other information revealed.

All appointments made subject to satisfactory references and proof of eligibility to work in UK.

### How to Apply

To apply, please return a CV and covering letter / email to the address or email below: -

- Trinity Theatre, Church Road, Tunbridge Wells, Kent TN1 1JP
- [hr@trinitytheatre.net](mailto:hr@trinitytheatre.net)

The closing date is midday on Friday 21<sup>st</sup> February, with interviews shortly afterwards.