



HEAD OF GUEST EXPERIENCE - JOB DESCRIPTION

Job Title: Head of Guest Experience

Reports to: General Manager

Appointed by: Interview Panel

Period of Appointment: 37.5 hours per week

Salary: £31.5K per annum

Purpose of Role

To lead Tyne Theatre & Opera House's guest experience team (Bars & Front of House). Working with the senior management team to steer the operation through a period of development and deliver excellence in our guest experience offering.

Key Responsibilities

- Oversee the day-to-day operation of the guest experience team, including, Bar, FOH, Cafe, Security & Housekeeping teams, ensuring the highest level of customer service and satisfaction.
- Line management of the Assistant Bar Manager & Duty Managers
- Complete administrative tasks including team rota's and H&S legislative compliance checks.
- Drive continuous improvement, provide solutions to issues and set goals for growth.
- Engage and inspire the team to always be guest obsessed through coaching and ensuring they work productively and professionally.
- Effectively recruit and train new team members.
- Ensure ePoS systems are maintained to facilitate driving sales efficiently.
- Responsibility for stock control, including ordering, maintenance of stock levels, rotation, and receiving deliveries.
- To act as Duty Manager for the venue for a least 3 performances a week.
- Maintaining the highest brand standards, for the hospitality team, our outlets, and F&B stock.
- Working with the Senior Leadership Team to identify and drive forward new opportunities to maximise earning potential.
- To ensure all event requirements are met and executed professionally and to the highest standards
- Keeping up to date with licensing legislation, liaising with the authorities, and whilst acting as the Duty Manager, taking overall responsibility for the premises.
- Implementing and overseeing the health & safety in all front of house areas, adhering to regulations and theatre policies and procedures.

Duties to include:

- Interacting with customers and ensuring that high standards of customer service are maintained.
- Assist the General Manager in budget control for labour, assets, for sale and perishable goods.
- Acting on customer feedback to improve the overall running of the venue.
- Undertaking regular stock checks, placing orders with suppliers and restocking.
- To arrange staff rotas and timely submission of payroll information.
- Ensuring regular maintenance of hospitality areas both front and back of house, and that the highest hygiene standards are maintained.
- Recruiting, training, and managing staff, including leading meetings, contributing to feedback to the senior team and Trustees.
- Monitoring profitability and performance to ensure sales targets are met or exceeded.
- Maintaining relations with members of the police and licensing authorities.
- Co-ordinate housekeeping team rotas.
- Work closely with all departments to ensure the smooth running of all events.
- Any other task that is reasonably requested of you to effectively operate a busy theatre.

Role Requirements:

- At least three years' experience in a similar managerial role, preferable in a venue environment. (Essential)
- Personal License holder (Essential)
- IOSH - Managing safely qualification (Desirable)
- Solid knowledge of customer service and the ability to resolve conflict in a calm and professional manner. (Essential)
- Strong communication and relationship building skill (Essential)
- Ability to use initiative and be a self-starter (Essential)
- Excellent time management and strong organisational skills (Essential)
- High level of attention to detail and excellent numeracy skills (Essential)
- Excellent organisational abilities. (Essential)
- Ability to manage confidential and sensitive employee information in accordance with guidelines. (Essential)
- MS Office Skills - Word and Excel (Essential)

Applications

Closing date for applications is **Midday on Friday 9 MAY 2025** Please send a CV and covering letter with the subject 'HEAD OF GUEST EXPERIENCE' to jobs@ttoh.uk