

JOB DESCRIPTION

Job Title:	Customer Experience Manager
Contract type:	Full-Time, permanent
Reporting to:	Head of Customer Experience and Facilities
Salary:	£33,967
Location:	The Queens Theatre Hornchurch
Holiday:	20 days holiday pro-rata during each holiday year, plus public holidays (rising to 25 days with length of service). The holiday year runs from 1 April to 31 March.
Contract:	39 hours a week, including regular evenings, weekends, and public holidays. Time owed will be repaid as time off in Lieu
Period of Notice:	2 months

Purpose of the Role

The Customer Experience Manager is responsible for delivering an outstanding, welcoming, and consistent customer experience across all Front of House operations, including the café and bar. The role oversees day-to-day hospitality services, leads and develops front-of-house teams, and ensures high standards of service, presentation, and profitability, while aligning with the venue's wider artistic and community values.

Key Responsibilities:

Customer Experience

- Champion a warm, inclusive, and high-quality customer experience at all times
- Act as the point of contact for customer feedback, including processing complaints
- Ensure service standards are consistently met before, during, and after performances and events
- Use customer feedback and data to improve service delivery products choices, and customer satisfaction

Café & Bar Operations

- Oversee daily operation of the café and bar, including event and performance service
- Ensure smooth staffing, service flow, and maintain stock availability during peak periods
- Maintain high standards of cleanliness, presentation, and ambience
- Ensure compliance with licensing laws, food safety, and health & safety regulations
- Conduct a Stocktake every month to maintain adequate stock levels and record keeping.
- Act as a deputy to the Head of Customer Services and Facilities to provide support with any given tasks.

Team Leadership & Development

- Supporting recruitment, induction, training, scheduling, and management of the front of house team, including ushers, café, bar and merchandise sales staff
- Lead by example, motivating teams to deliver excellent service
- Conduct regular briefings, performance reviews, and training sessions
- Foster a positive, inclusive, and supportive working culture
- Key holder and alarm call outs

Commercial Performance

- Supporting sales targets and manage cost controls to maximise income
- Monitor stock levels, wastage, and supplier relationships
- Work with the Head of Customer Experience and Facilities on menu development, pricing, and promotions
- Identify opportunities to grow revenue and improve efficiency

Collaboration & Planning

- Work closely with Front of House, Programming, Events, and Marketing teams
- Contribute as a member of the Health and Safety team.
- Oversee special events, hires, and community activities
- Contribute to wider organisational planning around customer journey and audience development
- Attendance to the F&B (Food & Beverage) sub-committee meetings

General

- Keep up to date with emerging technologies and industry trends to improve efficiency and customer experience.
- Maintain a working knowledge of the theatre's programme, strategy and business plan.
- Attend staff meetings / training as required.
- Adhere to Queen's Theatre Hornchurch policies and procedures and act as an ambassador for best practice.
- The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post.
- The post-holder may be called upon to carry out duties that would not normally be associated with the post on a temporary basis where there is a strong organisational requirement for that to happen. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

Person Specification:

Essential

- Proven experience in hospitality or customer experience management (café, bar, or similar)
- Passion for inclusive, community-focused customer experiences
- Strong leadership and people-management skills
- Excellent customer service and communication skills
- Good understanding of food & beverage operations
- Knowledge of the Microsoft Office 365
- Ability to work evenings, weekends, and busy performance schedules
- Knowledge of licensing, health & safety, and food hygiene requirements
- Responsible for budget management and financial reporting

Desirable

- Knowledge and experience of working in Outer East London / Essex
- Experience working in an arts, cultural, or visitor attraction setting
- Duty Manager experience
- Personal licence holder
- Experience using EPOS and stock management systems
- Level 2: Food Hygiene Qualification
- First Aid experience or willingness to obtain
- Fire Safety experience or willingness to obtain