

Customer Experience Manager

Full-Time: Permanent

www.queens-theatre.co.uk

Closing date: Monday 13th March at 9am



Welcome

Queen's Theatre Hornchurch: where your talents find their stage.

Queen's Theatre Hornchurch (QTH) is the producing theatre serving Outer East London & South Essex, with a catchment area of 1 million+ people.

As a community hub, over 220,000 people enjoy the programme each year, including the best in home grown theatre, visiting live entertainment and inspiring community projects.

Behind the scenes, sets & costumes are lovingly created on-site by a highly skilled carpentry workshop, scenic artists, prop makers and wardrobe team.



We pride ourselves in being more than just a theatre, placing the local community at the heart of all we do.



James Watson, Acting Chief Executive

Queen's Theatre Hornchurch aims to:

Relentlessly prioritise addressing the under representation of those people QTH works with and serves, including an increasing focus on D/deaf & disabled artists and participants.

Increasingly work in different ways off site to engage with new people, often hyper locally in underserved places.

Ambitiously address environmental responsibility in the stories QTH tells and the ways and environment in which these are made and told.

Place QTH firmly at the heart of cultural place making within its sub region through the international, national, regional and local partnerships it facilitates and engages in.

Secure the future of the award winning 21st century producing theatre QTH has developed into during the last 5 years, through increased levels of public and private investment.

About 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.

Job title: Customer Experience Manager

Reporting to: Head of Customer Service and Facilities

Responsible for:

Duration: Permanent

Salary: £33,967

Hours: 39 hours a week, with regular evening and weekend work.

Contract: Full-Time, permanent contract subject to a 6-month probationary period

Holiday: 20 days holiday pro-rata during each holiday year; this raises to 25 days with length of service; plus, public holidays.
(The holiday year runs from 1 April to 31 March)

Probation: Six months' probation period (during which there is 2 weeks notice on either side)

Notice period: 2 months' notice following successful completion of probationary period.



The Turn of the Screw 2024 – Photograph by: Manuel Harlan

Main 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

- Act as Duty Manager and oversee daily operations 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 stock take 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.

Main Responsibilities cont.

Collaboration & Planning

- Oversee special events, hires, and community activities.
- Contribute to wider organisational planning around customer journey and audience development.
- Attendance at 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 & 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 also 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. Appropriate training and support will be given to carry out any duties of this kind.



Photographed by Mark Snr – The 39 Steps, March 2024



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
- Budget management and financial reporting experience

Desirable:

- Knowledge and experience of working in Outer East London / Essex
- Experience working in an arts, cultural or visitor attraction setting
- Duty Management experience
- Personal License 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

How to Apply

Application deadline:

Monday 16th March 2026 at 9am

Interviews:

First interview (remote via MS Teams): W/C 30th March 2026

Second Interview (in-person at QTH): W/C 6th April 2026

To submit your application:

Fill in our Application form and Equal Opportunities form at:

www.queens-theatre.co.uk/about-us/qrecruit/
(Applications by CV cannot be considered)

For assistance:

Please contact the email listed above.

Queen's Theatre Hornchurch is committed to offering training, mentoring and coaching support to the right candidates who may need to develop skills in areas of the person specification. This can be discussed further at interview stage.

We want to make all opportunities at Queen's Theatre Hornchurch accessible to anyone who wants to apply.

If submitting a written application is not the best way to tell us about your skills and experience, please let us know and we will discuss with you.

We will send questions in advance of first and second round interviews to allow you time to prepare. We may ask for a task or presentation at second round interview.

If you would like an informal conversation **with Peter Thorne, Head of Customer Service and Facilities** to find out more about the position, in advance of, or whilst you are considering making an application, please contact: recruitment@queens-theatre.co.uk to arrange a mutually convenient time.

Please note for interviews we will reimburse travel expenses, provide BSL interpreters and language interpreters.



Disability Confident

At Queen's Theatre Hornchurch, we are committed to promoting and protecting the physical and mental health of all our staff.

As a Disability Confident Committed Employer, we have committed to:

- Ensure our recruitment process is inclusive and accessible
- Communicating and promoting vacancies
- Offering an interview to disabled people who meet the minimum criteria for the job
- Anticipating and providing reasonable adjustments as required
- Supporting any existing employee who acquires a disability or long-term health condition, enabling them to stay in work
- At least one activity that will make a difference for disabled people.



Find out more about Disability Confident at: www.gov.uk/disability-confident

About Queen's Theatre Hornchurch

Queen's Theatre Hornchurch (QTH) is proud to be a **producing theatre** serving Outer East London and South Essex. Stretching from Stratford in the west to Colchester in the east, with a **catchment of over one million people** within just 30 minutes' travel time, QTH serves as a **vital cultural hub** for communities across the area.

We produce and present bold, engaging and entertaining work on our stages and in our communities, alongside a year-round creative participation programme for people of all ages.

Audiences are guaranteed a **warm welcome** from this three-year winner of UK Theatre's Most Welcoming Theatre, London Theatre of the Year 2020 (The Stage Awards) and 2023 finalist for 8 of the Off West End Theatre award categories for the public's favourite venue.

QTH is poised for its next chapter with the ambition to be a **values-driven charity, shaping a programme that belongs to, and reflects, the communities we serve**. Last year (2024/25) was another exceptional year for QTH, with over 95k people visiting us to experience live performance and with a further 35k getting involved in one of our many community participation activities.

QTH's producing scale and partnerships continue to grow. Our production of Moira Buffini's Handbagged toured to 13 venues across England as part of Theatre Nation Partnerships, supported by the National Theatre, reaching over 19k people across 91 performances and forging new producing relationships. Recent and current co-producers include New Wolsey Theatre, Theatre by the Lake, Les Théâtres de la Ville de Luxembourg and the East Anglia Touring Consortium.

We are also partnering with Rifco, ZooCo, Complice, Tara Theatre, The Future Laboratory Programme, Separate Doors and Birkbeck University on projects such as touring work, residencies, assistant director placements and the development of new work, including a brand-new musical commissioned with support from Arts Council England due to be announced for summer 2026.

Our annual traditional family pantomime grows in popularity, with *Cinderella* (24/25) welcoming over 29k audiences members seeking their festive fix, as well as a growing and embedded access offer, including British Sign Language within the narrative and an expanded programme of BSL and captioned performances.

QTH commissions new writing and champions its onward life. After a successful Hornchurch run, Jonathan Maitland's Wilko transferred to Southwark Playhouse, Leicester Square Theatre and Everyman Theatre Cheltenham. Anne Odeke's Princess Essex, first produced at QTH before being expanded by the Globe Theatre. Alongside our core produced work we host a **broad range of visiting work**, one-nighters, live music, comedy, family shows and local community groups throughout the year, for a great night out.

Communities work reached over 35,000 participants, spanning 1,720 sessions with 114 partners, from creative health projects to schools' engagement. QTH's Youth Theatre (QYouth) production *The SpongeBob Musical* involved more than 180 young people on and off stage in a sold-out summer production (2024).

Haivering Changing, the Creative People and Places programme for which QTH acts as the lead organisation, puts local people in Harold Hill, Orchard Village, Rainham and Romford in the lead of choosing, creating and taking part in arts and culture. In the latest funding round, Haivering Changing secured £250k from Arts Council England for April 2025 to March 2026, **supporting community-led programmes** across the borough.

Situated in the borough with the 4th lowest arts engagement in London, and as the 11th fastest changing borough in the country, QTH is leading new local cultural education and creative health voluntary sector partnerships. Each year an astonishing 45% of QTH's audience are new to the Theatre and 61% are from underserved areas.

As a **much-loved registered charity**, QTH receives regular funding from **London Borough of Havering and Arts Council England**. This is alongside increasing support from a **generous range of supporters**.



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