Visitor Experience Manager

Job Description
Person Specification

DEPARTMENT: Visitor Experience
REPORTING TO: Director of Operations

POSITION SUMMARY
MAIN JOB FUNCTION

Curve's Visitor Experience Manager provides visible leadership, managing team performance, compliance and budgets to create a safe, inclusive environment for delivery of an outstanding customer and visitor experience.

This key management role is offered as a 39 hours per week contract, worked flexibly Monday to Sunday to support Curve's seven-day operation.

RELATIONSHIP/POSITION IN THE ORGANISATION
KEY WORKING RELATIONSHIPS
All members of Curve's Executive and Management team, Facilities, Housekeeping Co-ordinator and Housekeeping Supervisor, HR and Box Office Teams.

Responsible to: Director of Operations
Direct line management of: Deputy Visitor Experience Manager and Visitor Experience Co-ordinator

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JOB DESCRIPTION
DUTIES/RESPONSIBILITIES

Leadership

- Working with the Director of Operations develop and deliver Curve's Visitor Experience strategy to ensure every customer, visitor and company receives a welcoming and inclusive experience.
- Work closely with colleagues across the organisation to ensure the experience of customers, artists and visitors in appropriately considered in delivery of projects, events and performances.
- Learn from good practice across the cultural and visitor economy sectors and use feedback and performance information to continually improve the way we welcome and support our audiences.
- Provide visible, supportive, and inspiring leadership to the Visitor Experience team, setting clear expectations while remaining approachable and highly knowledgeable of the day-to-day experience of colleagues and visitors.

Customer Experience

- Ensure Visitor Experience procedures remain up to date and focused to empowering colleagues to make considered and confident decisions which respond to individual visitor need and provide clear instruction for the management of customer experience and safety.
- Set and monitor consistent standards for performance by all department members, providing guidance and support so that shows, events and daily activities deliver an outstanding customer experience and support commercial performance.
- Work collaboratively with Facilities, Security, Technical, Hospitality, Box Office and other departments to plan activity, respond to demand and direct resources where needed, ensuring smooth operations, efficient service and opportunities to maximise income.
- Provide to the Director of Operations timely response to feedback, complaints and customer concerns.

People & Safety Management

- Lead the recruitment of Visitor Experience colleagues and create a team culture that demonstrates Curve's values.
- Manage employee relations fairly, consistently and sensitively, working closely with the People and HR team to do so.
- Development and review of departmental risk assessments, safe working practices and compliance arrangements, maintaining a positive safety culture where colleagues feel supported to speak up, ask questions, and report concerns.
- Lead or support incident review and investigations relating to incidents, complaints and near misses, identifying the underlying causes and making sure that learning is recorded, shared and acted upon.

Financial & Information Management

- Manage the Visitor Experience budget, ensuring resources are focused where they will have the greatest positive impact on customers, visitors and colleagues; reviewing this monthly with the Finance Officer.
- Work with the Director of Operations to prepare accurate forecasts, monitor expenditure, and ensure accuracy to departmental payroll information; whilst identifying efficiencies and service improvements.
- Support the introduction and improvement of digital systems that make processes simpler for colleagues and support a positive experience for customers and visitors.

Training

- Work with the People and HR Team to maintain training records which demonstrate competency and compliance alongside the skills necessary to deliver outstanding customer care.
- Work alongside the Director of Operations to develop and deliver induction and ongoing training, equipping Visitor Experience colleagues to manage audiences safely and to consistent standards.
- Evaluate the effectiveness of training and use feedback, observations, and operational learning to keep material and delivery relevant and engaging.

Sustainability

- Support Curve's environmental ambitions by embedding sustainable thinking into Visitor Experience planning, purchasing and day to day operations.
- Encourage colleagues to understand how their choices can contribute to reducing waste, using resources responsibly, and improving the environmental performance of the organisation.

Wider Responsibilities

- Act as an ambassador for Curve, building trusted relationships with colleagues, audiences, visiting companies, community partners, and external organisations.
- Positively contribute to Curve's management group, providing operational insight and providing support to decisions that collectively benefit the organisation.
- Undertake Duty Management and other operational responsibilities when required, maintaining a visible and reassuring presence for colleagues and visitors.
- Carry out any other reasonable duties appropriate to the role, responding flexibly to the changing needs of a busy, creative and welcoming theatre.

It is a requirement of Curve that all staff work in a flexible manner compatible with their jobs and in line with the objectives of the company. The Visitor Experience Manager will be required to work some weekends and evenings for the proper performance of their duties. Please note that the job description for this position may be reviewed and amended to incorporate the future business needs.

PERSON SPECIFICATION

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

Experience

- Relevant experience in senior operational/customer service management
- Budget management
- Performance management
- Health and Safety compliance

Skills and Knowledge

- Strong strategic leadership
- Excellent verbal and written communication skills
- Strong decision-making skills
- Coaching and mentoring staff
- Strong ability to problem solve
- Working knowledge of Microsoft Office

Education, Training and Qualifications

- Level 3 management qualification or experience relevant experience within a cultural environment
- IOSH Managing Safely or NEBOSH
- Level 3 Safeguarding

Personal Attributes

- A visible, approachable and supportive leadership style

- Fair, empathetic and consistent when making decisions that affect colleagues or visitors
- Resilient, adaptable and comfortable working within a changing operational environment
- Committed to equality, inclusion and ensuring that everyone feels welcome
- Committed to demonstrating Curve's values through their leadership and decision-making

Desirable: the successful candidate should meet some of these requirements

Experience

- Experience of working in a cultural organisation or visitor attraction
- Experience of leading teams comprising permanent, casual and volunteer colleagues
- Experience of developing and evaluating training or competency programmes
- Experience of improving accessibility or inclusive customer-service provision
- Experience of leading a team through significant organisational or operational change

Skills and Knowledge

- Knowledge of current visitor-experience practice within the cultural, leisure or visitor-economy sectors
- Understanding of crowd management, emergency planning and incident response within a public venue
- Detailed knowledge of accessibility good practice for disabled visitors and people with additional access requirements
- Understanding of how environmental sustainability can be embedded within customer-facing operations

Education, Training and Qualifications

- A current First Aid at Work or Emergency First Aid at Work qualification
- A qualification or accredited training in coaching, learning and development or the delivery of workplace training
- A personal licence, where relevant to the operation of Curve's licensed premises

Personal Attributes

- An interest in developments and good practice across the cultural and visitor-economy sectors
- A commitment to creating memorable experiences that encourage audiences to return and engage more deeply with Curve

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SUMMARY OF TERMS

Contract	Full time, permanent (39 annualised hours per week)
Salary	£33,000 per annum
Probation period	3 months, with 1 weeks' notice on both sides
Notice period	8 weeks, following successful completion of probationary period

Pension	Company auto-enrolment scheme (employee contributes 5%, employer contributes 3%)
Holidays	25 days plus statutory Bank Holidays (pro rata)

Benefits (non-contractual)

- Complimentary tickets (2 per Made at Curve production, subject to availability)
- Complimentary Curve Loyalty Pass
- City Discounts (city-wide restaurants, hairdressers, hotel discounts)
- Culture Pass (£100 yearly allowance towards theatre tickets)
- Death in Service scheme (2x annual salary lump sum to beneficiaries)
- Employee assistance programme (8 counselling sessions per year)
- Eyecare vouchers scheme (eye test & discount on glasses)
- Free yearly flu jabs
- Health cash plan (money back for dental/optical tests, prescriptions etc.)
- Interest-free travel loans
- Staff wellbeing programme
- 20% discount on food and drinks in the Café/Bar
- Subsidised hot meals for employees

ENVIRONMENTAL STATEMENT

At Curve Theatre, we recognise the vital importance of safeguarding the environment for current and future generations. To inspire positive change and promote sustainability, Curve Theatre has developed its 'Environment - Statement of Intent'. All work carried out at Curve will be done so with regard to this statement in order that our environmental goals can be met.

CURVE VALUES

"Theatre is for Everybody"

At the heart of our theatre is an exceptional team.
We celebrate our differences, but we all share the core values:

Creativity - Nurturing imagination and talent to produce excellence.
Community - Working together to enrich the lives of our audiences, communities and the people around us.
Respect - Valuing the qualities, opinions and achievements of those around you.
Trust - Believing in what we do, the people we do it with, and the work we create.
Inspire - Encouraging people to achieve extraordinary things.
Kindness – Be caring and considerate to others and yourself. Treat people with dignity and empathy to cultivate a positive and healthy environment.