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| Role Profile  Customer Experience Manager | | | |  | | |
| Role Title : |  | CUSTOMER EXPERIENCE MANAGER | | | |
|  |  |  | | | |
| Post Reference: |  |  | | | |
|  |  |  | | | |
| Role Family : |  |  | | | |
|  | | | | |
| Hours of Work: |  | 2028 hours (annualised) | | | |
|  |  |  | | | |
| Salary: |  | £23,000 | | | |
|  |  |  | | | |
| WMC is a home for the arts in Wales, and a cauldron of creativity for the nation. We fire imaginations by curating world-class, critically-acclaimed touring productions, from musical theatre and comedy to dance, cabaret and an international festival. We kindle emerging talents with fresh, provocative and popular pieces of our own, rooted in Welsh culture. And we ignite a passion for the arts in young people with life-changing learning experiences and chances to shine in the spotlight.  **We are Wales Millennium Centre. Fire for the imagination** | | | | | |
|  |  |  | | | |
| Primary Purpose **:** |  | The primary objective of this position is to manage the day to day operations in order to ensure a world class customer experience. A Customer Experience Managershould be ensuring that team members are motivated, knowledgeable and driven to maximise secondary spend targets, whilst promoting the Centre’s vision. An essential element of this role is to provide a safe environment for all to enjoy. | | | |
|  |  |  | | | |
| Specialist  Accountabilities : |  | 1. Lead on the day to day running of shows and events across multiple venues and ensure there is a front facing presence at all times. 2. Ensure all operational teams are fully briefed and prepared for delivering outstanding customer care, encouraging a proactive service, excellence and consistency 3. Ensure that departmental financial targets are met per show by leading and motivating a proactive sales team. 4. Seek opportunities to increase income through secondary spend 5. Ensure all monies and stock are securely handled and stock control is effective. 6. Be responsible for all stock, cash and company property whilst on duty. Ensure strict controls on all cash management issues, including sales reports, receipts and cashing-up procedures. 7. Liaising with visiting companies to ensure all relevant information is received in a timely fashion in order to facilitate shows and merchandise sales. 8. Holding a Personal License and ensure that the Centre complies with its Premises License and other statutory regulations. 9. In the event of an emergency, taking responsibility for all visitors and staff, making the appropriate decisions 10. Have an up to date First Aid certification and ensure that the Centre’s procedures are adhered to when attending a first aid incident. 11. Monitor and report on cleaning and maintenance standards of all FOH areas | | | |
|  |  |  | | | |
| Generic  Accountabilities: |  | 1. Produce concise and factual reports such as daily reports, which are issued to the wider business. 2. Ensure the effective resolution of customer comments, report on front facing customer feedback, and make any adjustments for improved service as and when appropriate; 3. Line management responsibility of a large team of, including Deputy Managers, Assistants and Volunteers ensuring all departmental priorities are met. 4. Carry out inductions, training and ongoing development of team members (including appraisals) 5. Actively monitor and action any performance management issues of team members. 6. Attend team meetings and operational planning meetings as required 7. Assisting the team and wider business area with the preparation and delivery of project work as and when required; 8. To be fully conversant and comply with the Health, Safety, Fire and Security regulations and procedures of the Centre, including maintain and develop appropriate risk assessments 9. Performs other functions incidental to WMC’s activities as needed/requested | | | |
|  |  |  | | | |
| Success Measures : |  | * *Levels of Customer Service* * *Income targets* * *Continued progress against KPI’s;* * *Success against PDR and annual objectives* | | | |
|  | **This role profile sets out the main duties of the post at the date when it was drawn up. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot themselves justify a reconsideration of the grading of the post.** |  | | | |

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| What We Are Looking For… CUSTOMER EXPERIENCE MANAGER | |
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When preparing your written application, you will need to provide evidence for the following essential and desirable competencies. In considering each, please use an example of where you have done this previously, either in a work or other situation.

A. Responsibility

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | To support the wider functions of the business operation | X |  |
| 2. | Ensuring the safety of all visitors and staff | X |  |
| 3. | Ensuring all direct line reports and managed to the required standards | X |  |

B. Knowledge

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Understanding of secondary spend targets and driving a sales team | X |  |
| 2. | Demonstrable knowledge of Health, Safety & Licensing |  | X |
| 3. | An enthusiasm for working in a high-profile organisation | X |  |

C. Values

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | To embed and promote the Centre’s Vision and values within the role and to the team | X |  |

D. Communication

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | The ability to respond accurately and fairly to customer feedback |  | X |
| 2. | To deliver team briefings ensuring all key information is covered and understand | X |  |
| 3. | The ability to communicate consistently to a large team on varying levels | X |  |

E. Environment

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | Evidence of delivering world class customer service to both colleagues and customers at all times | X |  |
| 2. | A commitment to promote the use of the welsh language in our customer service delivery | X |  |

F. Welsh Language

Please refer to how you meet these essential requirements in your application.

|  |  |  |  |
| --- | --- | --- | --- |
| **No** |  | **Essential** | **Desirable** |
| 1. | The ability to speak Welsh | X |  |
| 2. | The ability to listen and understand conversations in Welsh | X |  |
| 3. | The ability to write in Welsh | X |  |
| 4. | The ability to read Welsh language material | X |  |