**Customer Experience Volunteer**

Responsible to: House Manager

Key relationships: The Customer Experience Volunteers operate closely with the other frontline

teams, which include Bar, Box Office and Housekeeping and operate under the supervision of the House Manager and/or Duty Manager. They also come in to contact with many other members of Coliseum staff during performances.

Place of work: Oldham Coliseum Theatre and other venues as required.

Hours of work: Session times vary between 3 to 5 hours. You should be available for 1 session every 1 to 2 weeks. We ask that our Customer Experience Volunteers be able to commit to a minimum of 3 months and have a flexible approach to the schedule.

Notice period: Our Customer Experiences Volunteers operate on a session to session basis.

Training: All Customer Experience Volunteers will take part in a mandatory training session which must be completed in order to move forward with the role.

**Customer Experience Volunteer**

## Core Purpose of the Role

To welcome and assist all visitors to the Coliseum and provide excellent customer service to people from a diverse range of backgrounds and cultures.

Be an integral part of the customer service team, supporting the Front of House department.

Provide an inclusive, friendly, approachable customer experience ensuring the comfort and wellbeing of internal and external customers at all times.

To be an ambassador for the Coliseum and actively promote the Company’s vision and values.

## Main Duties and Responsibilities

###### Customer Service

* Meet and greet customers, assisting them to find their way around the building
* Confidently answer queries
* Check theatre tickets
* Direct customers to their seats
* Proactively sell programmes, merchandise, sweets, ice creams and any other items as requested
* Assist the House Manager with accommodating latecomers
* Maintain stocks of confectionary and merchandise
* Ensuring Front of House areas are clean and tidy at all times
* Supervise the audience during a performance, ensuring the audience is comfortable and helping maintain an atmosphere that is conducive to the production
* Consult with the Duty Manager appropriately throughout the volunteer session, including attending briefings, understanding performance timings etc.
* Provide information about the Coliseum, it’s productions and other areas of its work such as Learning and Engagement activities to visitors
* Supporting the Coliseum’s Access Policy through understanding the needs of visitors including education/youth groups and deaf and disabled customers
* Maintain a high level of communication with Front of House Managers regarding your availability and personal levels of commitment to the role
* Maintain email communication with the Front of House department, receiving role updates, company information and changes to scheduled volunteer sessions
* Adhering to the Front of House code of conduct

###### Financial

* Adhere to the Coliseum’s financial and security procedures
* Use a tablet based cash card and till system

###### Health & Safety

* Adhere to all fire and health & safety procedures to minimise the risk of injury and accidents
* Assist the House Manager and Coliseum staff during an evacuation
* Act as an integral part of the theatres Health and Safety policy implementation

##### Other Duties

* Maintain excellent working relationships with all staff and people associated with the Coliseum, demonstrating a high standard of professionalism at all times
* Represent the Coliseum both in and out of the building in an informed and articulate manner
* Promote and comply with all the Coliseum’s policies including, but not limited to equal opportunities, dress code, health and safety and customer case policy
* Undertake any training which may be required
* Be aware of, and support all Coliseum productions, events and LED activities. Be proactive in acquiring knowledge by familiarisation with the programme, reading scripts, etc.
* Proactively support other frontline teams including Bar and Box Office
* Undertake any other duties as requested by the House Manager

**Personal Skills and qualities that a Customer Experience Volunteer needs:**

• An open, friendly and positive attitude

• Enjoy adapting to different roles

• A commitment to the aims and principles of the Coliseum

• Excellent communication skills, both orally and in writing

• A willingness to attend training

• Ability to work on own initiative

• Enthusiasm

• Able to work calmly and effectively in a busy environment

• Excellent team working skills

• Competent I.T. skills

• Accurate cash handling and stock handling skills

• A courteous, professional and polite nature

• A flexible and adaptable approach to fulfilling the duties of the post

• Reliable, punctual and able to fulfil the requirements of the position

* You must be 18 years old or over