

# LYRIC



## CUSTOMER SERVICE MANAGER

*Job Description and  
Application Information*

## BACKGROUND

The Lyric Theatre enjoys a special place within Northern Ireland's artistic landscape. As a prolific production house, the Lyric is the beating cultural heart of Northern Ireland – inspiring and entertaining audiences with both new and established plays and helping to launch the careers of some of our most famous actors, directors and playwrights. The Lyric is a playhouse for all. We are a shared civic space for artists and audiences alike; a creative hub for theatre-making, nurturing talent and promoting the critical role of the arts in society. Our mission is to create, entertain, and inspire.

As Northern Ireland's only full-time producing theatre, each year we produce 9 or 10 full-scale productions, 2 of which run concurrently at Christmas. We also receive visiting work from touring companies. We stage some 400 performances each year and are the largest employer of theatre practitioners in Northern Ireland. Our modern theatre opened in 2011 and consists of the 390-seat main stage and the 124-seat flexible Naughton Studio. In recent years, the theatre won 4 Irish Theatre Awards, was voted NI's most welcoming theatre, staged co-productions with the Abbey Theatre, Soho Theatre and the Dublin Theatre Festival and toured to New York, London, Glasgow, and Dublin. In 2021 we were shortlisted for Theatre of the Year in The Stage Awards.

There are two group companies. Lyric Theatre NI (The parent company) is a company limited by guarantee and a registered charity and is also the owner and operator of the theatre and the primary recipient of grant funding. Lyric Players Theatre Productions Limited is a wholly owned subsidiary of Lyric Theatre NI and is responsible for producing professional theatre productions and the operation of food and beverage operations within the theatre. The combined turnover of the two companies is in excess of £2.9 million. The two companies employ in excess of 80 employees.

For more information on the Lyric Theatre, visit [www.lyrictheatre.co.uk](http://www.lyrictheatre.co.uk).

## PURPOSE OF THE POST

The Customer Services Manager is a key member of the Customer Services and Front of House (CS/FOH) team. They will be the first point of contact for the CS/FOH and Housekeeping team – which consists of 30+ part time and casual staff members – and will be the main support person for the Head of Customer Services.

This role will involve working 5 shifts across all 7 days of the week, including evenings and weekends, and will cover all elements of public interaction within the Lyric Theatre. This includes, but not limited to, managing daytime café service, welcoming public visitors as well as cast and creative personnel for both our own productions and visiting companies, welcoming audiences to our performances, coordinating bar service for a busy performance schedule, and running large scale events such as conferences and weddings.

The role also includes a significant amount of management and administration, so an organised and structured work ethic along with the ability to multi-task is key. The post will require liaising with customers, suppliers and staff to ensure the smooth running of all elements of FOH and to maximise the customer experience as well as the profitability and functionality of the café bar and kiosk.

## **JOB TITLE**

This title of this post is **Customer Services Manager**.

## **REPORTING TO**

Head of Customer Services.

## **RESPONSIBLE FOR**

Supervising all aspects of Customer Services including but not limited to; the café/bar, shows and events, managing the FOH Team and liaising with other departments and visiting companies as and when required.

## **KEY RELATIONSHIPS**

Customer Service Team, Housekeeping Team, Executive Producer, Marketing Team, Finance & HR, Admin & Producing Team.

## **LOCATION**

The post is based at the Lyric Theatre, 55 Ridgeway Street, Belfast BT9 5FB.

## **WORKING WEEK**

The standard working week will be 40 hours over 5 days however due to the nature of this position a significant degree of flexibility is required from the post holder to meet the demands of the theatre's production schedule.

Evening and weekends are an inherent part of this job. Time off in lieu will be granted for any work done on a statutory holiday.

Due to the nature of the business the post holder will also be required to work occasional evenings and weekends. Time off in lieu will be granted for any work done on a statutory holiday.

## **SALARY AND BENEFITS**

Annual Salary in the region of £22,000 - £24,000 (plus 3% pension contribution) per annum, dependent on experience.

The Successful candidate will also receive:

- Access to a free and confidential Employee Assistance Programme;
- Auto Enrolment in pension scheme with employer contribution;
- A comprehensive induction and annual training programme;
- Complimentary ticket allowance for Lyric Theatre Productions.

## **ANNUAL LEAVE**

20 days discretionary plus bank/public holidays (currently 11 days). There may be occasions when it is required to work on a public or bank holiday for which a day in lieu will be given.

## **CONTRACT**

The position is permanent and full-time. The notice period is 1 month.

## **PROBATIONARY PERIOD**

The appointment will commence with a probation period of six months which may be terminated at a month's notice by either side during the period. During this time, the organisation reserves the right to dismiss the employee for unsatisfactory performance without recourse to the disciplinary procedure.

## MAIN DUTIES AND RESPONSIBILITIES

### Café Bar

- Effectively supervising all aspects of the running of the FOH, Café/Bar and Kiosk services;
- Dealing with queries and resolving problems and complaints courteously. Ensuring that all complaints are recorded and communicated to the Head of Customer Services;
- Cash handing, and daily reconciliations and reporting using EPOS and CRM systems;
- Ensuring adequate stock in place at all times, including ordering and liaising with suppliers;
- Monitoring and ensuring adequate pricing;
- Liaising with Marketing on promotion of events, café/bar etc;
- Manoeuvring of stock and deliveries, including heavy lifting;
- Maintaining a high standard of hygiene and safety at all times.

### Events and Performances

- Diary management of multiple spaces and events;
- Conducting pre-shift briefings with FOH and Café/Bar teams, ensuring relevant information is disseminated to appropriate teams;
- Supervising teams and ensuring they sell and serve beverages, merchandise & confectionery to the customers of the Lyric Theatre in accordance with the Lyric's Customer Service Policy;
- Co-ordinating the setting up, preparation and clearing of areas used for functions;
- Liaising with Head of Production and the technical/stage management team on issues arising in relation to events, performances or room hires;
- Liaising with Producer as needed;
- Liaising with wider Management Team on ad hoc events such as weddings in order to ensure this is in keeping with the programme schedule;
- Documenting all communication with events bookers to ensure clarity across the board;
- Responsible for install, set up and break down of events, involving heavy lifting;
- Re-configuration of seating areas, depending on access requirements.

### Staff Management

- Effective management of a large team of staff, including café/bar, hosts and housekeeping;
- Maintaining excellent communication with staff & customers and developing strong relationships with them;
- Ensuring adequate staffing at all times, including preparing and managing monthly and weekly rotas;
- Management of general HR enquiries and issues relating to the team of staff, with any issues being documented and reported to the Head of Customer Services or Head of Finance and HR in a timely manner.

### Health and Safety

- Primary key holder with responsibility for opening/closing the premises;
- Ensuring the safety of customers and staff whilst in the venue including their safe evacuation in the event of an emergency;

- Dealing with accidents, incidents and near misses effectively. Ensuring that all accidents, incidents and near misses are recorded and communicated to the Head of Customer Services;
- Ensuring adherence to all fire safety and health and safety directives where appropriate;
- Assessing and dealing with first aid incidents correctly.

## **Admin/Finance**

- The keeping of accurate and timely records when required. In particular rotas, payroll, sales, wastage and stock counts;
- Reporting on payroll, holiday pay, sick leave and any other payroll requirements to Finance;
- Generating and issuing orders and invoices to suppliers and customers as required. In particular relating to room hire, catering and technical support for events;
- Ensuring the adherence by staff to all relevant Acts of Parliament, directives, licences, regulations and internal policies and procedures, including the relevant legislation;
- Accurate and efficient handling of all moneys, including recording cash at the start of a shift and reconciling takings at the end of a shift.

## **Other**

- Liaising effectively with other departments as required;
- Having a commitment to carry out duties in the best interests of the Lyric Theatre, its customers, sponsors, artistes, and others, adopting and ensuring the highest standards of customer service;
- Co-operation and liaison with managers and staff, to ensure that overall business strategies of the Lyric Theatre are realised;
- Any other duties that may reasonably be required.

*This list is for guidance only and is not exhaustive. The post holder will also be required to carry out other reasonable duties as required by the Head of Customer Services and Executive Producer.*

## PERSONNEL SPECIFICATION

### Essential Criteria

- At least 5 years' relevant experience in a customer service or hospitality role including at least 1 year in a Supervisor or Manager role;
- Experience of supervising a team;
- Experience in sales including cash handling, reconciliation and reporting;
- At least 1 year using an EPOS system at both user and administrator level;
- Literacy and numeracy to GCSE level or above;
- Intermediate IT skills – proficiency in Excel, Word, Outlook;
- Excellent inter-personal skills in dealing with people at all levels and the ability to handle complaints politely and effectively;
- The ability to work flexible hours, including evenings, weekends and split shifts.

### Desirable Criteria

- Experience of supervising bar operations including stock control;
- Experience of emergency evacuation;
- Fire safety awareness training;
- Emergency First Aid at Work certificate;
- Experience of working in a food service environment;
- Experience of working / interest in a theatre.

### Skills and Behaviours

Successful applicants will be able to demonstrate the following qualities:

1. Strong inter-personal skills, with excellent written and verbal communication skills;
2. An enthusiastic and flexible approach to work;
3. The ability to plan and manage their own workload;
4. A natural problem solver with the ability to multi-task and prioritise;
5. The ability to prioritise and plan their time effectively;
6. Ability to work and make effective decisions under pressure;
7. Experience with standing for long periods of time, repetition, lifting, bending, and reaching.

## HOW TO APPLY

To apply, please submit your **CV** along with a **Covering Letter** demonstrating how you meet the essential criteria and desirable criteria (if applicable). You should also provide details of two **Referees** (including names, address, email, phone number and occupation), with one of them your current or most recent employer. Also, a completed **Equal Opportunities Monitoring Form**, which can be downloaded from the Lyric Theatre website.

Please send your CV, cover letter, references and equal opportunities monitoring form, quoting the reference **22LT17** in the subject heading to [recruitment@lyrictheatre.co.uk](mailto:recruitment@lyrictheatre.co.uk) or to The Monitoring Officer, Lyric Theatre, 55 Ridgeway Street, Belfast, BT9 5FB. Failure to complete and submit a covering letter that demonstrates how you meet the criteria will result in your application being disqualified. Canvassing will disqualify.

## CLOSING DATE

The closing date for receipt of applications is **Monday 22<sup>nd</sup> August at 12pm**. Late applications may not be considered.

## SHORTLISTING

Only those applicants who appear, from the information provided, to be the most suitable in terms of the selection criteria may be called for interview. It is the applicant's responsibility to demonstrate clearly in their CV and Cover Letter how they satisfy the published selection criteria. It is essential that applicants provide evidence of how they meet the selection criteria, giving examples and specifying exact dates as appropriate. All applications for employment are considered strictly on the basis of merit.

## INTERVIEWS

It is proposed that interviews for this post will be held in the week commencing 22<sup>nd</sup> August 2022. If you cannot make an offered interview time, we may not be able to give you an alternative.

## DISCLOSURE

1. If you are successful after shortlisting, depending on whether you will be working with children and/or vulnerable adults, you will be required to undergo an ACCESS NI check.
2. If you are required to undergo an Access NI check, a copy of their Code of Practice will be made available to you.
3. You will also be required to disclose any unspent criminal convictions as defined by The Safeguarding Vulnerable Groups NI Order 2007 & The Rehabilitation of Offenders (NI) Order 1978. The Lyric theatre has a policy on the Recruitment of Ex-Offenders which can also be made available to you.
4. Disclosure of a criminal record will not necessarily be a bar to obtaining the position within the Lyric theatre. You will, however, be asked to disclose if there is any reason why you cannot work in regulated activity with children or vulnerable adults.

### **The Lyric Theatre is an Equal Opportunities Employer**

We particularly welcome applications from People of the Global Majority, disabled and LGBTQI+ candidates who are under-represented across the sector.