



VISITOR EXPERIENCE COORDINATOR



School Girls; Or the African Mean Girls Play
Photo by Manuel Harlan



Accidental Death of An Anarchist
Photo by Helen Murray



Iphigenia in Splott
Photo by Jennifer McCord

We are the Lyric Hammersmith Theatre. We are the civic and creative heart of West London. We believe that everyone deserves to experience the life changing impact of theatre.

In our big, beautiful theatre, we tell stories that matter and work with exceptional talent to make ambitious, entertaining, inspiring shows for our audience in West London and beyond.

We remove barriers to engagement and ensure young people have the opportunity to discover the power of their creativity, shaping the future of British theatre.

We are inclusive, forward looking and unafraid of change – we are proud of our history and ambitious for our future. A local theatre with a national impact.

LYRIC VALUES

Work with integrity and respect

We support each other with kindness, openness and integrity. Together we celebrate our achievements and work collaboratively through our challenges.

Every day we learn and grow

We continue to ask questions, seek answers and share our learning with each other for the benefit of the Lyric.

Be ambitious and action-focused

We believe in excellence; we have a can do attitude, go the extra mile and ensure our ideas become actions.

Serve our West London community

We are here for the people of West London, every decision we make and action we take should benefit our community.

HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Return the **application form** by email to jobs@lyric.co.uk and fill up **online equal opportunities monitoring form**: <https://lyric.co.uk/equal-opportunities-form/>
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **10am on Monday 12 May 2024**
Interviews will be held on **w/c 19th May 2024**

If you would like to submit your application form in another format or require this information pack in a different font or format, we would be happy to accommodate this. Please contact the Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk to discuss a suitable alternative.

DESCRIPTION FOR THE POST OF VISITOR EXPERIENCE COORDINATOR

Responsible to:	Visitor Experience Manager
Contract:	Full-time, permanent role
Salary:	£29,558 per annum
Hours:	<p>The post-holder will be expected to do some evening and weekend work to fulfil the requirements of the role. Standard operational hours are Mon – Sat 08:30-23:30 and the post holder would be expected to work shifts covering some of these hours.</p> <p>The Lyric has a House Agreement, this role works to the Front of House agreement.</p>
House Agreement Type:	Front of House Agreement
Holiday:	30 days per annum, including Bank Holidays with an additional day added for each year of service up to a maximum of 35 days
Notice period:	Two months
Probationary period:	Six months
Pension:	3% pension contribution after qualifying period
Other benefits include:	Season ticket loans, Cycle to Work Scheme, Employee Assistance Programme, Work from Home Policy, Staff

Ticket Scheme including complimentary and discounted theatre tickets, and staff catering discounts

MAIN PURPOSE OF POSITION

The Visitor Experience Coordinator plays a vital supporting role within the Visitor Experience team, working closely with the Visitor Experience Manager (VEM) and Bars & Catering Manager to ensure the seamless day-to-day running of the building and public-facing services. Acting as Duty Manager on a rotational basis, the role contributes to the delivery of high-quality customer experiences across all visitor contact points, while supporting health & safety procedures and commercial operations, including merchandise.

This role acts as a key operational link between departments, ensuring joined-up planning and delivery, and contributes to the development of a welcoming, safe, and engaging environment for all visitors.

PRINCIPAL DUTIES

Visitor Experience & Operations

- Act as Duty Manager on a rota, overseeing daily visitor operations and building activity.
- Provide cover and support across Visitor Experience as needed.
- Maintain awareness of the Lyric's licensing conditions and ensure compliance during operation.
- Be a visible, proactive presence in public areas to uphold service standards and customer satisfaction.
- Champion excellent customer service across all front-facing departments.
- Communicate operational updates and customer policies clearly across teams.
- Monitor and report maintenance, accessibility, and safety issues.
- Carry out building checks and respond to incidents in line with procedures.
- Support the Visitor Experience Manager in developing and communicating access information and policies.
- Prepare and share operational summaries and function sheets for events.

Commercial

- Collaborate on the planning and delivery of customer experience in front-of-house areas.
- Support the development, production, and sale of in-house and show-specific merchandise.
- Monitor and maintain stock, sales, and incentives for retail and confectionery items.
- Promote a customer-first approach across all commercial activities.

Team Management

- Allocate and manage shifts for casual Visitor Experience and Bars & Catering staff.
- Support recruitment, induction, training, and performance feedback for casual teams.

- Motivate staff on duty to deliver excellent service through observation and feedback.

Administration

- Deputise for the Visitor Experience Manager as required, including attending meetings and rehearsals.
- Liaise with Production, Producing, and Communications teams to prepare for events and audience needs.
- Maintain procedures for lost property, incident reporting, and building standards.
- Contribute to the creation and implementation of operational documentation and Standard Operating Procedures.
- Provide follow-up support for access bookings and audience queries.
- Uphold financial processes for Visitor Experience sales and reporting.

Health & Safety

- Assist in health & safety planning and documentation, including risk assessments.
- Ensure safety procedures are followed during shifts, including fire and first aid protocols.
- Respond to incidents and medical situations, ensuring appropriate follow-up and reporting.
- Stay up to date with legislation and attend relevant training.

GENERAL DUTIES

- Assist the Visitor Experience Manager and provide general support
- Contribute to all areas of the department as necessary, taking on specific projects with respect to the development of the department
- Provide strong communication across the team and department
- Understand the requirements of the Equality Act 2010, Licensing Act 2003, Health & Safety at Work Act 1973 and their practical applications to a venue and operational setting.
- Regularly attend Lyric Hammersmith Theatre shows and projects including press nights, Young Lyric and development events.
- Attending internal and external meetings as required.
- To adhere to the Lyric's Equality Policy, Anti-Racism Strategy, Health & Safety Policy and any other policies or plans the Lyric may introduce in the future.
- Work at all times in accordance with the Lyric's Environmental Sustainability and Action Plan and proactively develop and encourage environmentally sustainable practice.
- To take an active role in your continuing professional development, identifying relevant training and professional development opportunities
- To act always in the best interests of the Lyric Hammersmith Theatre
- To undertake any other duties as agreed with the Commercial Director as is appropriate to the post

This job description is a guide to the nature of the work required of this role. It is not wholly comprehensive or restrictive and may be reviewed as required.

PERSON SPECIFICATION

Essential Criteria

- Experience of duty management in a similar sized venue
- Excellent problem solving and communication skills
- Fast thinker with a proven track record of making quick and difficult decisions, particularly in high-pressure situations
- Forward planner, with ability to learn from past activities or operations
- Excellent administrative, interpersonal, and time management skills
- Experience of leading, managing, and motivating a team, including delegating tasks managing team workload, and line management
- Experience of managing health and safety procedures, carrying out dynamic risk assessments, and implementing and documenting appropriate control measures
- Understanding of, and experience of operating within, the condition and objectives of the licensing act 2003 and the premises license
- Excellent customer care skills in a managerial or supervisory capacity
- Excellent cash handling skills
- Excellent IT skills including using MS Word, Excel and Outlook
- Able and willing to work shift patterns including early starts, late finishes, weekends and bank holidays
- First aid qualification (training will be provided if necessary)

Desirable Criteria

- Fire warden, and Food Safety (level 1 or level 2) trained (or willing to undertake training)
- Experience using various ticketing, rota, HR, bookings, and EPOS systems, preferably Spektrix, Parim, Artifax, and PointOne
- An interest in, and knowledge of, the Lyric's artistic programme, mission, and core values

Because of the nature of the post, involving working with children and young people, the successful applicant will be subject to a Disclosure and Barring Service (DBS) check before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions spent or unspent. Only relevant convictions and other information will be taken into account.

EQUALITY & DIVERSITY

The Lyric values and promotes diversity and is committed to equality and opportunity for all. We are working actively to be an anti-racist organisation. Everyone who works with us is required to comply with and actively promote our Equality Policy, and no job applicant or member of our workforce will receive less favourable treatment on the grounds of age, disability, gender, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, sexual orientation, class or socio- economic background, trade union activity or political activity or opinion.

The Lyric Hammersmith Theatre has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. We may use positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at the Lyric.

The Lyric Hammersmith Theatre is proud to be a Disability Confident Committed Employer and supports parents and carers working in theatre.

APPOINTMENTS

All appointments are made subject to satisfactory references, proof of eligibility to work in the UK and are subject to an enhanced or standard Disclosure and Barring Service (DBS) disclosure.

LYRIC CONTACT DETAILS

If you have any questions about this role, you can contact the Lyric's Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk.

We look forward to receiving your application.