



## VISITOR EXPERIENCE SUPERVISOR (CASUAL/FIXED TERM)



*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](mailto:jobs@lyric.co.uk) and complete an **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 **10:00am Monday 15<sup>th</sup> September 2025**.

Interviews will be held on **Monday 22<sup>nd</sup> September 2025** with an anticipated start date of the **6<sup>th</sup> of October 2025**

If you would like to submit your application 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](mailto:jobs@lyric.co.uk) to discuss a suitable alternative. (Between 10:00am – 5:00pm, Monday– Friday)

## DESCRIPTION FOR THE POST OF VISITOR EXPERIENCE SUPERVISOR

Responsible to:	Visitor Experience Manager
Contract:	2 roles are available (1 casual and 1 fixed term)
Salary:	£13.37/hr (Plus anticipated increase from 1 <sup>st</sup> October 2025)
Hours/Days: (Casual)	Casual, based on needs of the business and post-holder's availability. <b>Must be available to work evenings and weekends, as well as one of either Christmas Eve, Boxing Day, or New Year's Eve.</b> Shifts cover hours between 08.30 – 23.00 Monday–Sunday. Minimum shift length of 3.5 hours.
Hours/Days: (Fixed Term)	<b>Mon 17 Nov 2025 – Sun 04 Jan 2026</b>  Minimum of 112 hours across a the main 7-week, plus additional training and shadowing shifts in the lead up to this period.  Shifts cover hours between 08.30 – 23.00 Monday–Sunday. <b>Must be available to work evenings and weekends (minimum of 4 weekends across the main 7 week operational period), as well as one of either Christmas Eve, Boxing Day, or New Year's Eve.</b>

At the end of the fixed term period, an opportunity to continue on a casual contract may be available.

Holiday:	The Lyric implements 'rolled up holiday pay'. This means that every time you are paid you will automatically receive holiday pay as a percentage of your pay for the hours worked, and it will be shown as a separate line on your payslip.
Notice period:	One week
Other benefits include:	Employee Assistance Programme, Staff Ticket Scheme including complimentary and discounted theatre tickets, and staff catering discounts

## DEPARTMENT INFORMATION

This role sits within the Visitor Experience team. The Visitor Experience Team is part of the Lyric's Commercial Directorate led by the Commercial Director which also encompasses the Bars & Catering Department and the Events & Hires Department.

## MAIN PURPOSE OF POSITION

To welcome and serve visitors to the theatre in an individual and informed way whilst delivering the highest standard of customer service at all times. You will support the theatre having knowledge of activities and events whilst ensuring a smooth operation in line with policies and procedures. You will be fully trained to perform different duties at various times across the theatre. This role is the first escalation point for any customer interactions, complaint or query.

On occasion, this role assume the responsibilities of a Duty Manager as and when required.

The terms of the fixed term contract are in place to support the visitor services team and the Lyric through its business time- Panto!

## PRINCIPAL DUTIES

### OPERATIONS – VENUE MANAGEMENT

- Deputising for the Duty Manager in the event they are unavoidably detained
- Issuing floats, radios, stock, emergency equipment
- Ensuring accurate stock control for all visitor services stock items
- Carrying out pre-performance checks, including signage, freezer temperatures, hearing loops etc
- Cashing up and reconciling floats and stock
- Submitting sales information and reports to management

- Supporting the Duty Manager in implementing and delivering the day-to-day front of house operation, including but not limited to crowd control measures, admitting latecomers, seating visitors, assisting visitors with accessibility requirements, queue management, ticket scanning, and supporting general incident response
- Venue managing any simultaneous activity in smaller venues or performance spaces, including carrying out pre-show checks, opening and clearing spaces, giving clearance, and submitting related incident reports or documentation
- Providing general administrative support to the Duty Manager in carrying out any time sensitive tasks
- Act as the first point of escalation for customer complaints, queries, issues, and feedback, and respond or escalate further to the Duty Manager as appropriate
- Maintain familiarity with emergency procedures, H&S policies and operate within the parameters of these documents
- Supervise a team of casual staff and volunteers while on duty and provide colleagues with advice, guidance, praise, and feedback

### **VISITOR EXPERIENCE**

- Maximise all commercial revenue opportunities including food and beverage through effective management and wider promotional initiatives and incentives
- Supervise the overall delivery of the on-site visitor experience to ensure the highest standards of service, step in to help resolve any visitor experience issues and champion the wider visitor experience across all teams at the Lyric
- Uphold and promote the highest standards of customer services in line with the Lyric's Customer Experience Strategy
- Monitor the operational performance and engagement of the Visitor Services Assistants and ensure feedback on individual performance is reported to management, to enable them to provide appropriate line management support
- Support all public-facing teams (e.g. bars & catering, box office, security, events & hires, visitor services) in delivering a first-class visitor experience, including providing cover where required

### **PRESENTATION STANDARDS**

- Ensure all front-of house areas are presented to the highest possible standards of presentation, maintenance, and cleanliness standards
- Support the Duty Manager and the Building & Facilities team in reporting and carrying out any remedial action that may be required to ensure the building is presented appropriately and in line with health & safety guidance

### **HEALTH & SAFETY**

- Follow the Health and Safety policies and Food Hygiene Regulations if working around food
- Inform management immediately of any Health & Safety breaches or issues and where appropriate take immediate remedial action to prevent incident
- Submit incident reports in line with the Lyric's reporting procedures

## **GENERAL DUTIES**

- Attending internal and external meetings as required.
- To adhere to the Lyric's Equality, Diversity and Inclusion 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 Visitor Experience Manager 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**

- Available to work at key business times, mainly evenings and weekends
- Excellent administrative and problem solving skills
- A keen eye for detail
- A fast thinker, particularly when working under high-pressure or stressful and busy environments
- Highly proactive and an ability to identify and carry out tasks without direct instruction
- Passionate about delivering an excellent visitor experience
- Experience of supervising or leading teams
- Experience of handling and resolving customer complaints / customer service issues
- Customer facing experience at a supervisory level, particularly in a theatre/events, hospitality, leisure or retail setting
- Good communication and time management skills
- Computer literate and familiar with the use of MS Word and Excel
- An understanding of basic H&S and licensing regulations and requirements

### **Desirable Criteria**

- First aid trained, or willing to undertake training
- Food Safety (Level 1)
- An interest in and knowledge of the Lyric Hammersmith Theatre's artistic schedule and values

## **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, Diversity and Inclusion 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](mailto:jobs@lyric.co.uk). (Between 10:00am – 5:00pm, Monday-Friday)

We look forward to receiving your application.