

JOB DESCRIPTION

JOB TITLE:	Deputy Customer Experience Manager
DIRECTORATE:	Leisure, Culture and Community Wellbeing / Cultural Services
JOB EVALUATION NUMBER:	A13612
BAND:	7
RESPONSIBLE TO:	Customer Experience Manager
RESPONSIBLE FOR:	Assistant Customer Experience Manager and Assistant Manager (1435)
MAIN PURPOSE OF POST:	Responsible for supporting the customer experience manager and for managing the front of house, and the bars and catering business for the Cultural Venues, and delivering a superb customer experience for all visitors to the Cultural Venues.

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	To be responsible for the delivery of front of house (including the box office and retail shop) , bars and catering at the Venues in accordance with the operational policies of the service and the requirements of delivering excellent customer care.
2.	<p>To be responsible for the scheduling of the Assistant Managers, Customer Assistants, Venues Assistants, including the associated authorisation of timesheets and other pay documents. To manage and direct staff whilst on duty. To recruit and select staff when appropriate. To undertake staff development and performance management appraisals. To monitor and manage sickness absence for front of house and bar staff. To be responsible for the training of all staff where appropriate, including induction, customer care, food hygiene and general operational standards. To co-ordinate on-site training for all staff as required. To lead and motivate staff to achieve and exceed commercial targets.</p> <p>To regularly and update Customer Experience Manager on all staff issues.</p> <p>To schedule volunteers in co-ordination with the Volunteer Co-Ordinator. To supervise volunteers whilst on duty.</p>
3.	To ensure that all secondary sales income from events at the venues are maximised, including bar, catering, retail and merchandise. To achieve the financial targets set for all secondary sales income for the venues. To make recommendations for the price fixing of bar, catering and confectionery items, ensuring that appropriate percentage mark-ups and profit margins are maximised. To be responsible for the proper and accurate

	<p>recording and collection of all bar catering monies due, whether cash / credit card sales or accounts including balancing the tills and investigating discrepancies, trend analysis and reporting to Audit. Ordering change for bar floats and being responsible for the bar floats on a day-to-day basis.</p>
4.	<p>To ensure the efficient management of all bar and catering operations, and that expenditure is within the agreed annual budget. To negotiate with suppliers for the quality of goods at the prices required in accordance with the Council's procurement policies. To assist in the formal tendering process when required. To be responsible for the ordering of all routine bar, catering and confectionery products and equipment within budgetary confines. To advise the Customer Experience Manager of any cost savings apparent by change in method of operation, or alternative suppliers. Ensure that wastage is kept to a minimum. To place orders, raise invoices as required and to carry out stock checks. To manage the petty cash for the venues. To manage day to day the provision of any bar and catering services provided by any external operator.</p>
5.	<p>To be responsible for the proper operation and maintenance of bar cellars and associated equipment and catering equipment. To be responsible for the range and quality of products offered for sale, ensuring that a continual fresh approach is taken to vary products and market appropriately to maximise customer sales, including attending trade fairs and market research. To ensure regular stock checks are carried out in accordance with Council policies and report any discrepancies. To ensure all bars, kitchens and equipment are cleaned and inspected on a daily basis, and that all glassware, crockery and cutlery and tableware is cleaned and checked daily. To liaise with the Operations Manager on all items/facilities that require technical assistance/repair/maintenance.</p>
6.	<p>To act as Personal License Holder for the bar. To ensure compliance by regular checks with the requirements of the Liquor License, Food Hygiene Act, Public Entertainment Licence and any other licensing requirements. To be responsible for liaison with the Environmental Health Inspectors and keeping health & safety records up to date. To ensure compliance by all caterers working on site in respect of food hygiene and handling regulations; health and safety and customer quality standards. To be fully conversant with the Council's, and Service's Health and Safety Policy</p>
7.	<p>To act as "Duty Manager" / "Building Controller" as required and to be responsible for ensuring the smooth and efficient operation of the venues.</p>
8.	<p>To be the point of contact with hirers and other facility users with regards to their requirements for bar and catering at the venues. To liaise with company managers, conference organisers and other users prior, during and after events. To personally manage the delivery of all events with catering, wherever possible.</p>
9.	<p>To work in conjunction with the Operations Manager, Technical Manager and the Programme and Hire Manager, and other managers within Cultural Services to achieve the objectives of the service.</p>

10.	To undertake research as required for the business development of the venues.
11.	To act as the deputy for the Customer Experience Manager as required.
12.	To be a designated key holder for the Winding Wheel and the Stephenson Memorial Hall, and at any other Council site as required in an emergency and have overall responsibility for site security, and respond out of hours in an emergency if required.
13.	To be aware of the Service's Fire Policy and Emergency Evacuation Procedures, and to undertake the duties and responsibilities required by them.
14.	Ensure that accidents, incidents and near misses are recorded onto the SHE system within seven working days and are investigated and any recommendations implemented

GENERAL – To be aware of and implement the following:

Equalities

The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct

All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health and safety

To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development

The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection

All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults

The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change

The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

Special features of post

Political Restriction	NO
Vetting Checks e.g. Disclosure and Barring Service (DBS)	NO
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES
You may be required to carry out those duties at your present workplace or at another council venue.	YES

Job description

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work of the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Deputy Customer Experience Manager
DIRECTORATE:	Leisure, Culture and Community Wellbeing / Cultural Services
JOB EVALUATION NUMBER:	A13612
DATE:	February 2026

KNOWLEDGE / SKILLS / ABILITIES

Essential

Essential knowledge, skills, and abilities	Assessment method
	Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Management skills.	Application Form/Interview
Hospitality and Catering Commercial skills.	Application Form/Interview
Customer service skills	Application Form/Interview
Good communication skills – verbal and written.	Application Form/Interview
Ability to work on own initiative, or as directed by the Premises Manager	Application Form/Interview
Ability to deal with confrontation/diffuse difficult situations.	Application Form/Interview
Ability to handle aggression.	Application Form/Interview
Ability to operate as licensee for premises.	Application Form/Interview

Ability to extract and interpret management information.	Application Form/Interview
Numeracy skills for the handling/receipting of cash and credit card payments and stock control	Application Form/Interview
Knowledge of bar/catering presentation & portion control.	Application Form/Interview
Knowledge of liquor licensing laws.	Application Form/Interview
Experience in a similar position in an entertainment / hospitality company.	Application Form/Interview
Excellent IT skills	Exercise
Ability to operate/manage computerised till system	Application Form/Interview

Desirable

Desirable knowledge, skills, and abilities	Assessment method
Well-developed analytical and problem-solving skills.	Application Form/Interview
Ability to operate a computerised halls/letting system.	Application Form/Interview
Ability to operate a Box office system	Application Form/Interview
Retail operation	Application Form/Interview

EXPERIENCE

Essential

Essential experience	Assessment method
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Proven experience in bar/catering operations, including the preparation, selling and cleaning of goods and facilities.	Application Form/Interview
Management experience of persons working in a team situation.	Application Form/Interview
Experience in dealing/helping with the general public/customers.	Application Form/Interview
Licensee experience.	Application Form/Interview
Management of personnel in a front-line service.	Application Form/Interview
Experience of operating liquor licensed premises and undertaking associated bar cellar works.	Application Form/Interview
Experience of stock rotation, price fixing and associated costing skills & experience.	Application Form/Interview
Experience of purchasing and procurement	Application Form/Interview

Desirable

Essential experience	Assessment method
Proven experience working in hospitality/ entertainment sector.	Application Form/Interview
Experience working for a regional theatre/ cinema.	Application Form/Interview
Experience working for a conference venue.	Application Form/Interview
Working with Artifax system.	Application Form/Interview
Experience of the operation, repairs and maintenance of plant, machinery and equipment.	Application Form/Interview
Experience working in a profitable commercial enterprise	Application Form/Interview

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QUALIFICATIONS

Essential

Essential qualifications	Assessment method
Management Training (ILM Level 3 or equivalent or above)	Certificate
Personal License Holder	Certificate
First Aid Certificate	Certificate
CIEH Level 3 Award in Health and Safety Award or equivalent	Certificate
Food Hygiene Certificate	Certificate
Customer Service Training	Certificate

Desirable

Desirable qualifications	Assessment method
Bar Cellar/Licensed Victuallers qualification.	Certificate

OTHER REQUIREMENTS

Essential

Essential qualifications	Assessment method
To display the council's values and behaviours when carrying out the job role	Application Form, Interview
To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview

COMPETENCY REQUIREMENT

Seeing the big picture

Level: 2

Assessed at: Interview

Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.

For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.

Changing and improving

Level: 2

Assessed at: Interview

People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.

For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.

Making effective decisions

Level: 2

Assessed at: Interview

Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's

being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.

For leaders it's about reaching evidence-based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.

Leading and communicating

Level: 2

Assessed at: Interview

At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.

It's about championing difference and external experience and supporting principles of fairness of opportunity for all.

For leaders, it is about being visible, establishing a strong direction and persuasive future vision, managing and engaging with people in a straightforward, truthful, and candid way.

Collaborating and partnering

Level: 2

Assessed at: Interview

People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.

For leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.

Developing self and others

Level: 2

Assessed at: Interview

Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.

For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change.

Delivering value for money

Level: 2

Assessed at: Interview

Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.

For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available.

Managing a quality service

Level: 2

Assessed at: Interview

Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.

For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services.

Delivering at pace

Level: 2

Assessed at: Interview

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.

For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly.