



WOLVERHAMPTON
GRAND
THEATRE

RECRUITMENT PACK

#MAGICOFTHATRE

FOREWARD FROM THE CHIEF EXECUTIVE AND ARTISTIC DIRECTOR

Wolverhampton Grand Theatre has been at the heart of the local entertainment scene since 1894 and has helped to create a lifetime of memories for many people. By joining our team, you will play your part in contributing to the rich history of one of Wolverhampton's most landmarks.

The Grand Theatre's ambition, vision, and determination to achieve great things are some of the factors which enable us to attract the very best talent to our team. The genuine excitement and belief which permeates through the theatre makes for a very exciting and enjoyable creative environment in which to work.

The beautiful Grade II Listed Victorian auditorium has 1200 seats and attracts almost 300,000 patrons per year as we present a wide range of major West end and National productions. These include; drama, musicals, ballet, dance, opera, variety, children's shows, and of course pantomime, where we attract audiences from across the whole of the Midlands region and beyond. We enjoy a reputation for high quality performances and impeccable levels of customer service.

The Grand Theatre, affectionately known as 'The Grand', continues to expand and excitingly in recent years has returned to producing. In house productions were an integral part of the theatre's programme from 1894 right through to the late 1970's. Now this great tradition of creating theatre for the people of the Midlands will once again continue well into the future.

THE CULTURE

The grand is a registered charity and is also a very successful and significant entrepreneurial company with an intense desire to constantly grow the business, an inherent sense of urgency, rapid decision making, and an 'open door' management approach.

Employees are passionate about the theatre, united in giving customers a fantastic and magical experience, whether they are attending the theatre to experience a performance, attending one of our many exciting events or participating in our extensive community and educational programmes.

Creating theatre every night involves huge dedication and hard work from a highly skilled multi disciplinary team of creative professionals and immensely talented support staff.

To describe the culture of The Grand in a few words;

We are a dynamic workforce who are energised and motivated to achieve our goals. We encourage collaboration between departments with a strong emphasis on working together to achieve success.

THE HIGHLIGHTS

This role reports to
**the Deputy Head of
Visitor Experience**

The salary for this
role is £14.30 per
hour.

This role is based at
the Wolverhampton
Grand Theatre,
Lichfield Street,
Wolverhampton,
WV1 1DE.

YOUR NEW ROLE

To work as a member of the Customer Services team, providing friendly, efficient and customer focused service within the scope of our in-house Customer Service Manifesto and using our SPOTLIGHT framework. The role holder could be required to work in the Box Office or Stage Door areas to cover all opening hours of each. Full internal training will be given.

JOB PURPOSE

The Customer Service Assistant is responsible for delivering excellent customer service by responding to enquiries, resolving issues, and providing accurate information about products and services. Acting as a key point of contact, they ensure customers receive a professional, efficient, and positive experience. The role involves managing customer interactions across a variety of channels, maintaining accurate records, and supporting day-to-day administrative processes. Working collaboratively with colleagues and other departments, the Customer Service Assistant helps to resolve queries and improve customer satisfaction.

PRINCIPLE DUTIES & RESPONSIBILITIES

Box Office area

- To sell tickets using the Theatre's computerised system, Spektrix, such sales taking place in person or by phone and ensuring that all customer information is accurately recorded during the sales process in line with GDPR regulations.
- To respond to all customer enquiries providing accurate and relevant information in a courteous and professional manner - Thereby projecting a positive image as the patrons first and most regular point of contact with the Theatre.
- To work across a seven-day week, including evenings and weekends.
- To provide customers with accurate and relevant information in relation the Theatre's productions.
- To actively promote other facilities and services offered by the Theatre, such as Friends of the Grand memberships, Sixteen25 and First Call, gift vouchers and hospitality packages.

PRINCIPLE DUTIES & RESPONSIBILITIES

Overview

- To liaise with all other departments and members of staff as required to enhance the customer journey.
- To carry out cashing up and sales reconciliation processes in accordance with Box Office practice and to carry out all duties in accordance with the Theatre's financial regulations.
- To comply with the Theatre's dress code and maintaining the uniform supplied.
- To attend staff training sessions, including Access Training as and when required.
- To assist in the administration and implementation of the Grand Theatre's access register.
- To maintain comprehensive knowledge of the theatre's accessibility provisions and be able to assist customers with their use.
- To undertake these duties with an awareness of and in compliance with, the Grand Theatre's Equal Opportunities and Health and Safety Policies.
- To liaise with the line Manager in a regular review of this job description so that it adequately reflects the changing needs of the service.

Stage Door area

- To maintain security at the Stage Door entrance, which is the official business entrance to the Theatre.
- The post holder will be a keyholder and will be responsible for opening up and closing down the building as required.
- To monitor the fire alarm and take the prescribed action when the alarms are activated.
- To monitor CCTV screens as necessary and to alert the Duty Manager/Duty Technician or a member of the Senior Management Team of any suspicious or anti-social behaviour.
- To maintain the Stage Door Reception area to a high standard of cleanliness and presentation. The Stage Door is the first point of contact for all visitors to the theatre whether internal or external stakeholders.
- To ensure that all visitors to the Grand Theatre sign in and out of the building so that an accurate record of who is in the building at any time can be maintained.
- To ensure all visitors are made aware of the emergency evacuation procedure.

PRINCIPLE DUTIES & RESPONSIBILITIES

- To receive and welcome Visiting Companies to the Grand Theatre, and through the acquisition of local knowledge assist them in their familiarisation with the city and its environs.
- To ensure that any contractor working in or on any part of the building is expected, has undergone the Grand Theatre's contractor induction procedures, has a valid permit to work, carries correct identification and is signed in properly.
- To receive and distribute deliveries/post on behalf of the theatre and to ensure that those deliveries are removed from Stage Door by the appropriate person or department in a timely manner.
- To similarly hold parcels and packages for collection and ensure they are collected and dispatched.
- The post holder will be responsible for the accurate maintenance of the asset register and the signing in and out of these assets to staff and visiting company members.
- To undertake administrative and clerical duties as required.
- To work across a seven-day week, including daytimes, evenings, through the night times and weekends.
- To keep strictly confidential any information appertaining to the Theatre, its staff, visitors or visiting companies either told to you officially or that is overheard during the course of your duties.

General

- To carry out any other duties which are commensurate with the salary and designation post as directed by the Chief Executive.

Please note that you will be asked to undertake a Disclosure & Barring Service check before commencing employment. Any existing DBS disclosure will only be accepted by the theatre if it is less than six months from the date the disclosure was made.



KNOWLEDGE & SKILLS YOU WILL NEED TO SUCCEED

- Educated to A' Level standard or equivalent.
- Previous experience of ticketing systems
- Previous proven successful experience in a Customer Services Department or role.
- Experience of working in a fast-paced customer service environment.
- Computer literate and committed to developing IT skills further.
- Good verbal and written communication skills.
- Ability to prioritise work
- Experience of good sales telephone techniques
- An understanding and commitment to Equal Opportunity
- Discretion
- A willingness to undertake on-going training.
- Flexibility and the ability to adapt to changing circumstances.
- Accessibility awareness.
- The ability to remain calm in a crisis and make decisions in difficult situations.
- A personal commitment to the highest standards in customer care and venue presentation.

PERSONAL QUALITIES WE WOULD LOVE YOU TO HAVE

- Enthusiasm for working within a Theatre environment
- Self motivation and a strong personality.
- Active listening skills to help identify and resolve customer queries
- Positive attitude and ensure professionalism
- To be able to adapt to changing priorities and maintain strong organisational skills

WHAT YOU WILL GET IN RETURN

- Enhanced employer contribution to your pension if you meet the eligibility criteria. We will match your contributions up to 4%.
- 30 days holiday pro rata, increasing with length of service (including bank holidays).
- We want you to love theatre as much as we do so you can request six free tickets** per year and one free booth** (**subject to availability and exclusions apply), and additional ticket offers throughout the year.)
- A 25% discount from the bar and booths on every visit.
- Staff wellbeing events throughout the year.
- An annual Staff Awards ceremony to celebrate employees who have gone above and beyond as nominated by you.
- A chance to participate in Employee Satisfaction feedback on an annual basis.
- Staff parties twice a year.
- Long service awards.
- Mental Health First Aiders points of contact.
- Employee volunteering opportunities.



EQUALITY, DIVERSITY & INCLUSION

We are committed to equal treatment and opportunities for all our people and believe in building a diverse and inclusive organisation that represents our communities and generates the best outcomes for consumers, customers and stakeholders.

IF YOU THINK THIS GREAT OPPORTUNITY IS FOR YOU, THEN APPLY TODAY!

If you can see yourself in this role, please send a CV and covering letter to Lauren.Seward@grandtheatre.co.uk form by 23rd August 2026.

This vacancy may close earlier than the stated deadline if a suitable number of applications are received.

If you've found our job opportunity interesting but you don't meet all of the requirements, it's still worth applying. We would love to hear from you!