



CUSTOMER SERVICE MANAGER JOB DESCRIPTION

JOB TITLE: Customer Service Manager.

REPORTS TO: Head of Operations.

LOCATION: Wembley.

JOB TYPE: Full-time.

ABOUT KX TICKETS:

KX Tickets, established in 2016, specializes in providing bespoke ticketing solutions for a range of theatrical productions in London. We operate with a commitment to high standards of customer service, and are a member of STAR. We support both iconic and innovative performances at venues like London County Hall, Troubadour Theatres, Menier Chocolate Factory and more.

ROLE SUMMARY:

As Customer Service Manager, you will play a key role in ensuring the smooth and effective operation of our customer service function across the Contact Centre and our three venues, with further expansion planned. You will oversee the coordination and collaboration between departments, ensuring consistent service standards, clear communication, and a seamless customer journey from ticket purchase to show completion.

Your role will focus on maintaining and developing an effective customer service structure, supporting the wellbeing and development of staff, and ensuring that teams across all locations are aligned, supported, and equipped to deliver an outstanding customer experience. You will have direct responsibility for the day-to-day operation of the Contact Centre and the management of designated team members, while working closely with colleagues and venue teams to improve processes, resolve operational challenges, and support the continued growth of the organisation.

KEY RESPONSIBILITIES:

- Lead on the recruitment, management, development, and appraisal of Customer Service staff, in liaison with the Operations Team.
- Manage and support teams and staff at different levels, including Supervisors, Deputies, and Assistants, ensuring clear communication, accountability, and consistent standards of work.
- Manage the day-to-day operations of the Contact Centre, ensuring efficient processes, appropriate staffing levels, and high standards of customer service.
- Provide ongoing training on the use of the ticketing system and devise, distribute, and maintain system documentation to support business processes, policies, and procedures.
- Handle complex customer service issues and escalations, ensuring appropriate resolutions and sharing learning where relevant.
- Monitor and analyse customer service performance metrics, identifying trends and opportunities to improve operational efficiency and the customer experience.
- Manage staff rotas and oversee shift scheduling, holidays, and time-off requests, ensuring appropriate staffing levels to meet operational needs while considering staff wellbeing.
- Ensure weekly payroll is submitted accurately and in line with agreed arrangements and budgets.
- Conduct staff reviews and appraisals, identify areas for improvement, provide constructive feedback, and implement appropriate changes to support individual and team performance.
- Support staff wellbeing, engagement, and development, fostering a positive, inclusive, and supportive working environment.
- Ensure consistent standards of work, professional conduct, and service delivery are maintained across the customer service function.
- Contribute to the development and implementation of HR-related procedures and people-management decisions within the scope of the role, always consulting and liaising with the HR team to ensure alignment with organisational policies, employment requirements, and best practice.

- Participate in the staff Social Committee and contribute to the planning, organisation, and delivery of staff events and activities that promote team engagement, wellbeing, and a positive workplace culture.

OPERATIONAL PLANNING & CONTINUOUS IMPROVEMENT:

- Lead Head Office meetings as required, ensuring discussions are productive, relevant matters are addressed, and actions and follow-ups are clearly communicated.
- Take the initiative to organise and lead meetings where necessary to address operational matters, resolve challenges, improve communication, and support collaboration between teams and departments.
- Work collaboratively with other members of the Operations team, providing feedback, sharing knowledge, and supporting colleagues on projects and operational initiatives.
- Work closely with venue teams, the Contact Centre, Head Office, and other relevant departments to ensure a joined-up approach to operational planning and delivery.
- Communicate changes to procedures, systems, and working practices clearly, ensuring relevant staff understand and implement them consistently.
- Encourage open communication and constructive working relationships across departments, supporting a collaborative culture and the timely resolution of issues.

HEALTH & SAFETY:

- Contribute to a positive H&S culture throughout all activities & duties.
- Promote staff wellbeing and encourage a working environment in which concerns can be raised and addressed appropriately.
- Ensure all duties are conducted in accordance with H&S policies & systems of working, reporting any breaches to venue management.

GENERAL:

- Work collaboratively with colleagues across the organisation to support operational effectiveness and the achievement of shared objectives.
- Undertake other duties as reasonably required.

PERSONAL SPECIFICATION

REQUIRED:

- Proven experience as a Customer Service Manager or similar leadership role.
- Strong understanding of customer service software, databases, and tools.
- Excellent communication skills with a customer-oriented approach.
- Problem-solving and decision-making skills.
- Ability to lead and motivate a team.
- Experience in handling customer queries and complaints in a ticketing environment.
- Understanding of Data Protection & PCI DSS Compliance good practice
- Significant experience of ticketing systems, preferably Nliven and Ticketure
- Experience & knowledge of delivering accessible services
- An organised, flexible approach to day-to-day responsibilities
- A creative and resourceful approach to problem solving
- Collaborative & communicative in all activity
- A confident, friendly and professional manner.
- Demonstrable ability to prioritise effectively and remain calm under pressure.
- Previous Box Office experience.
- Previous experience within a theatre or arts venue.

DESIRABLE:

- Nliven ticketing system or similar programs
- Understanding of Employment Law best practice
- Valid First Aid qualification
- Interest in theatre & the arts

TERMS:

- Reports to: Head of Operations
- Full time
- Monday to Friday with evening, weekend & Bank Holiday working as required
- 8 weeks notice period
- Salary £42,681.60 (£20.52 ph).