

RIVERSIDESTUDIOS

Visitor Experience Manager

Location: Riverside Studios, Hammersmith, London

Department: Visitor Experience

Reports to: Operations Manager

Contract: Permanent

Hours: Full-time including evenings, weekends and bank holidays where required

Salary: £29,000–£32,000 per annum

About Riverside Studios

Riverside Studios is a vibrant arts and cultural venue in the heart of Hammersmith, bringing together theatre, cinema, television, music, exhibitions, events, food and drink, and creative activity under one roof.

We are committed to creating welcoming, inclusive and memorable experiences for everyone who visits, works or performs at Riverside. From the moment a visitor arrives, our Visitor Experience Team plays a vital role in making Riverside feel accessible, exciting and well cared for.

The Role

We are looking for an experienced and enthusiastic **Visitor Experience Manager** to lead our Front of House team and oversee the day-to-day visitor experience across Riverside Studios.

This is a visible, hands-on role combining excellent customer service, team leadership and operational responsibility. You will be an approachable presence throughout the building, supporting colleagues, responding to visitors and ensuring Front of House is ready for performances, screenings, events and other activities.

Working closely with teams across the venue, you will maintain high standards and turn feedback into practical improvements

Key Responsibilities

Visitor Experience and Service Standards

- Deliver a welcoming, professional and inclusive experience for visitors, artists, clients and partners.
- Maintain a visible presence throughout the venue, providing support and responding to visitor needs.
- Ensure the team provides clear and accurate information about Riverside's programme, facilities and services.
- Handle enquiries, complaints and challenging situations calmly and professionally.

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- Champion accessibility and ensure visitors' individual requirements are understood and supported.
- Review visitor and staff feedback, identify recurring issues and work with colleagues to implement improvements.
- Improve customer journeys, signage, wayfinding and visitor communications.
- Contribute to Front of House policies, procedures and service standards, drawing on relevant sector practice.

Front of House Leadership

- Lead, motivate and support the Visitor Experience Team, setting clear expectations for service, behaviour and presentation.
- Plan and coordinate staffing to meet the needs of performances, screenings, events and daily operations.
- Deliver effective briefings, debriefings and handovers so staff understand their responsibilities and any specific visitor requirements.
- Support recruitment, induction, training, performance management and staff development.
- Ensure colleagues have the information, equipment and support needed to carry out their roles.
- Build a positive team culture based on professionalism, inclusion and collaboration.

Operations and Venue Management

- Take responsibility for Front of House operations during assigned shifts and events.
- Coordinate with Operations, Technical, Security, Box Office, Food & Beverage and other departments to deliver a well-organised service.
- Ensure public areas are clean, presentable, safe and appropriately staffed.
- Oversee queues, audience movement, access arrangements and capacity within your area of responsibility.
- Respond to operational problems and unexpected situations, escalating matters where appropriate.
- Implement Riverside's health and safety, safeguarding, security and incident procedures.
- Take an active role in emergency and evacuation arrangements, ensuring Front of House staff understand their duties.
- Complete accurate operational records, incident reports and handovers.

Person Specification

Essential

- Significant experience in Front of House, visitor experience, hospitality, customer service or venue operations.
- Experience leading or supervising a customer-facing team.

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- Experience preparing and managing staff rotas, ensuring appropriate cover for daily operations, performances and events.
- Excellent leadership skills: motivating and managing an open and collaborative team, and leading by example with a positive attitude, a high level of self-motivation and ability to use initiative.
- A strong commitment to customer service, accessibility, equality and inclusion.
- The ability to remain calm, exercise sound judgement and resolve problems in a busy environment.
- Strong organisational skills and the ability to manage competing priorities.
- Experience adapting to changing requirements during live service or events.
- A good understanding of health and safety in public-facing spaces.
- Good IT, recordkeeping and administrative skills.
- Flexibility to work evenings, weekends and bank holidays as required.
- Experience in an arts, theatre, cinema, cultural or entertainment venue.

Desirable

- Practical experience supporting audiences with access requirements.
- Experience using ticketing systems such as Spektrix
- Experience coordinating events, performances or large public gatherings.
- Knowledge of licensing requirements, safeguarding or venue safety procedures.
- An interest in the arts and the contribution cultural venues make to their communities.

What You'll Bring

Above all, we are looking for someone who is **warm, proactive, practical and people-focused**.

You will understand that an excellent visitor experience is about more than simply providing information. It is about creating an atmosphere in which people feel welcome, safe, informed and valued.

You will be confident taking ownership, making decisions and supporting your team in a fast-paced environment. You will enjoy being part of a busy cultural venue and thrive on the variety that comes with working across theatre, cinema, events and the wider Riverside programme.