

O.W.E.N.S

Job Description: Immersive Experience Manager/ Immersive Actor

Reports To: Director

Hours of Work: Varied but inclusive of weekends and evenings

Job Role:

As a member of the Management Team you will be responsible for the day to day running of the Experience. Including the rota management, day to day staffing enquiries, general management of the sets and resets, general management of the staff training to ensure they deliver an exceptional experience that is safe and in line with the company policies and procedures. Your duties also include daily management of the wardrobe and artefacts and ensuring all relevant staff are using radios correctly and safely in accordance with the company policy. As the guest experience Manager you will be responsible for meeting company KPIs and Targets as set by the Centre manager as well as working closely with the management team in order to delivery a seamless experience to all customers including corporate and groups. This is not a 9-5 role. It requires someone with enthusiasm, passion, drive, humour and a love of the thrill in achieving an outstanding experience.

Main Responsibilities Include:

Management

1. Overall responsibility and management of the day-to-day functions of the Immersive Actors within the centre.
2. Responsible for Start of Day and End of Day clean and resets of the Experience has been completed, keeping a daily signed record to confirm this.
3. Responsible for ensuring that each room has been reset correctly between tours.
4. Overall responsibility for immediately reporting any damages or health and safety risk of the adventure.
5. Complete weekly staff rota and keep a record of availability. Ensuring staff are signing in and out each day and authorising hours for payroll.
6. Responsible for collecting weekly timesheets and delivering to the payroll department ready to be processed.
7. Overall responsibility for covering shifts in absence or sickness.
8. To be first point of contact/support for immersive actors with regards to questions, requests, support and advice.
9. Where suitable, to be part of any disciplinary process with regards to the immersive actors.

10. To ensure that regular reviews are carried out with the immersive actors to ensure that a personal training and development plan is in place for all staff members.
11. To discuss with Director, any business development plans, performance and service delivery improvement plans.
12. Ensuring all staff are kept up to date with any changes to rota'd hours or safe running of the centre.
13. Health & Safety
 - To ensure the company carry out their undertaking in accordance with this policy
 - Ensure all employees have access to the Health & Safety Policy;
14. To perform the duties expected as part of the Management Team such as attending meetings and training programmes.
15. Ensuring all areas of the centre are kept clean and tidy and cleaning checklists are completed and up to date.
16. Provide leadership and motivation for the staff with regards to customer service and job satisfaction.
17. Ensuring that the building is safe and secure at all times. All external doors are locked, and no unauthorised public access is achievable. Fire doors must be kept closed and clear from any obstruction.
16. Responsible for ensuring the building is adequately locked and alarms are set when locking up.

Immersive Actor

1. Responsible for ensuring that all customers to the centre are welcomed and enjoy an extraordinary experience during their visit to the centre.
2. To ensure that you learn scripts and remain in character at all times with customers.
 - a. Study and rehearse roles from scripts to interpret, learn and memorise lines, stunts and cues as directed.
 - b. Study scripts to determine project requirements
 - c. Practice characters artistic skills (if applicable)
 - d. Learn about characters and their relationships to each other to develop role interpretations
 - e. Perform humorous and serious interpretations of emotions, actions and situations, using body movement, facial expressions and gestures. (entertain public with comedic or dramatic performances)
 - f. Provide an input and contribution to your own character.
3. To ensure that you deliver and provide an adventure as set out in the company "adventure manual"
4. Undertake split acting roles to support the adventures needs.
5. To carry out all inhouse and external training required by the company to ensure that you deliver a safe, effective and entertaining service to our customers.
6. Responsible for daily use of the company POS and FOH system when required.
7. To be trained and willing to support all areas of the centre when required, to include but not limited to the bar and café area.

8. To attend and provide input into regular team meetings.
9. Establish and maintain strong working relationships with customers including public and corporate.
10. To provide support to the management team with regards to marketing, including but not limited to promotional activity, sales, online videos etc.
11. Health and safety responsibilities
 - To understand and acknowledge your responsibility towards Health & Safety (including Coshh, manual handling, fire management and Risk Assessments) within the centre and attend training sessions as requested by the management team.
 - To assist in the evacuation of the building should it be deemed necessary
 - Ensure security of FOH, POS areas and the adventure at all times
 - Open and close the building in a secure and safe manner according to established procedures and agreed times
 - Keep working and public areas in a safe and tidy condition
 - Responsible for maintaining a clean and health environment within the centre, ensuring all areas of the centre are regularly cleaned.
 - Maintain accurate records of participant numbers in the activity.
12. Administration
 - Undertake routine administrative work at the reception desk in support of other departments
 - Play an active role in communicating important information and paperwork to and from reception, and between shifts according to established procedures, including email
 - Take responsibility for ensuring personal knowledge of information and procedures is accurate and up to date
 - Attend team meetings as requested
 - Contribute to the Reception and Bookings manual and procedures as requested
 - Responsible for handling money following correct company procedures.
 - Ensuring that marketing material is on display at designated areas and that this material is kept in a tidy manner as all times

Person Specification

	Essential	Desirable
Recognised qualification in Drama		X
GCSE Level C and above in English	X	
Minimum 1 years' experience managing staff	X	
A confident, calm and highly professional manner and attitude in all customer service related situations	X	
Previous experience of working in an immersive experience		X
Previous experience of front of house or reception work		X
Good performance under pressure	X	
Good team player	X	
Ability to take responsibility for health and safety procedures	X	
Mature and responsible attitude to employment	X	
First Aid qualifications		X
An interest in and a working knowledge of the acting profession	X	
Be creative to develop the characters within the centre.	X	
Good numeracy and ability to perform cash-up procedures	X	
Be flexible and adaptable to change	X	
Ability to work to and meet strict deadlines	X	