

RECRUITMENT PACK

**Customer Service Manager – Full time,
Fixed Term 1st December – 31st March 2026**



HOME

WELCOME

Thank you for your interest in the role of Fixed Term Customer Service Manager at HOME.

HOME is Greater Manchester's vibrant cross art form centre. We commission, create and present contemporary theatre, visual art and film and provide a space for experimentation where art forms meet and interconnect. HOME's programming is political, international and experimental.

HOME first opened its doors in May 2015: a new, £25m multi-art form venue for Manchester, operated by Greater Manchester Arts Centre (GMAC). Since opening, we have welcomed over 4 million visitors and contributed over £101 million to the Greater Manchester economy.

We became one of the few UK organisations to produce new work across theatre, visual art and cinema, achieving local, national and international artistic recognition.

Our programme is presented across:

- Five state-of-the-art cinemas, presenting one of the UK's most celebrated programmes of independent film
- Two theatres – c.500 seat proscenium arch, T1; and c.130 seat flexible studio theatre, T2 – presenting HOME produced productions
- 500m² contemporary visual art space
- Digital platforms
- Talent development and engagement spaces
- In youth and education settings and within communities across Manchester

HOME also relies on trading and secondary income to support the charity, including two bars, a restaurant, event spaces and retail space.

If you require a large print version of this recruitment pack, or any reasonable adjustments to apply for this position, please contact recruitment@homemcr.org.

OUR VISION & MISSION

WHAT WE'RE HERE FOR

We're an open and social space for the curious from all of our communities, future artists and producers of work that is provocative, playful and contemporary, of Manchester and the world.

WHERE WE WANT TO BE

We want to be central to making Manchester a major city celebrated for its distinctive art – art that enriches the lives and life chances of its people – and a magnet for artists and creatives from all over the UK.

WHAT MAKES US TICK

● We are conscientious

● We are considerate

● We are collaborative

● We are creative

● We are curious

STRATEGIC OBJECTIVES

We're here to share exciting, entertaining and thought-provoking stories with the people of our city and beyond

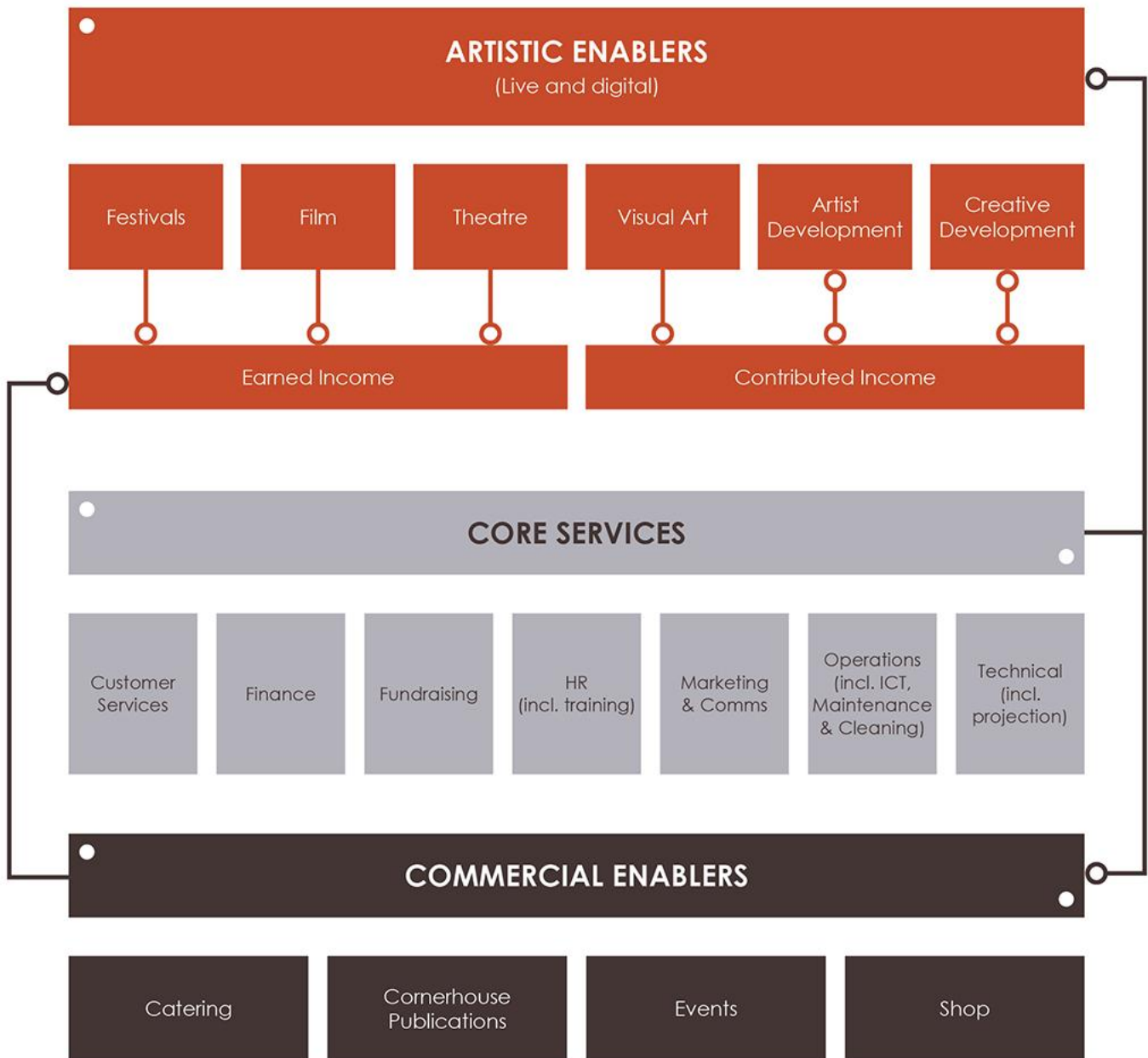
We're here to nurture creativity

We're here to develop and make our team feel valued

We're here to tackle inequality

We're here to protect the planet

HOW WE WORK





Equality at HOME

HOME is an inclusive employer, and we are committed to championing anti-racism, equality and diversity through the way we work, and the work we make and present.

We want our workforce to reflect the diverse communities of Greater Manchester and we welcome candidates from all backgrounds. We actively encourage and support applications from groups who are currently underrepresented across the arts sector, including members of the Global Majority, d/Deaf and disabled applicants and individuals from lower socio-economic backgrounds.

HOME is a Disability Confident Employer



THE ROLE

We are looking people with excellent customer service and communication skills to join our busy Customer Service Team. In this role, you'll work across all areas of the venue to deliver a high-quality, welcoming experience for every visitor to HOME.

Your experience of providing excellent customer service and having a genuine enjoyment of working with people is as important. Due to the operational hours of the venue evening and weekend availability is a must for this role.

Customer Service Team at HOME

The role sits within HOME's Customer Service Team which is responsible for all customer facing areas of HOME including Box Office, Theatres and Cinemas ensuring that our all customers receive the highest standard of service, support and engagement. Team members are often the first point of contact for all visitors to the building using their passion, knowledge and enthusiasm for art, theatre and film, to help make our venue an exciting and welcoming place to visit and explore.

KEY INFORMATION

Salary	£13.68 per hour
Contract	Fixed Term until 31 st March 2026
Hours of work	40 hours per week, 5 days out of 7 includes working evenings and weekends. 8 hours per shift, shifts are 09:00-17:00 and 16:00 -24:00
Place of work	HOME's building is at 2 Tony Wilson Place, M15 4FN
Holidays	25 days per annum plus statutory holidays pro rata
Pension	GMAC Ltd operates a company pension scheme with a 3% company contribution, available to all staff who qualify.
Other benefits	Discounted cinema and theatre tickets Employee Assistance Programme
Probationary period	1 month
Notice period	1 month

JOB DESCRIPTION

Purpose

The Customer Service Manager will demonstrate the standards for the Customer Service Team and ensure that HOME is able to provide an exceptional level of service to all visitors while supporting the organisation to successfully deliver on its mission and objectives.

Customer Service Managers are expected to have an overview of all of HOME's activities and a clear understanding of the organisation's aims, objectives, policies, and procedures. They need to stay informed on all aspects of HOME programme by taking an active interest in upcoming activities, attending meetings and by gathering information that can then be distributed to the Customer Service Team.

Team: Customer Service Team

Reports to: Head of Visitor Experience

Responsible for: Customer Service Assistants

Main duties

1. Create a welcoming, accessible, and safe environment that supports all of HOME's visitors to have a positive and enjoyable experience at HOME whether they are attending a performance, screening, exhibition or event.
2. To make sure that all members of the team are fully conversant with all policies relating to Health & Safety including emergency procedures and in particular those for the safe evacuation of the building. To be the lead on these procedures in the event of an emergency situation arising.
3. Implement, and monitor processes and procedures that will deliver an excellent level of customer service across all areas of the building including Box Office, Cinemas, Theatres, Galleries, Event Space and other public areas.
4. Ensure that any customer issues or comments are dealt with in a positive and timely manner in line with the organisation's policy and procedure. Resolve issues in a way that reflects HOME's commitment to providing an excellent experience for all visitors.
5. Carry out comprehensive opening and closing checks for the building.
6. Oversee the presentation of all public areas.
7. Deal immediately and effectively with any maintenance or cleaning issues.
8. Create briefing sheets and carry out shift briefings with the Customer Service Team and Volunteers on duty to ensure that the team have all of the information they need for that shift.
9. Complete daily reports that cover all activities within the building. Provide additional related information to the relevant departments as required.

Additional duties

1. Ensure a motivating and supportive environment for all team members in which they can perform to their best abilities. Monitor and deal with any performance issues that arise quickly and in a supportive, fair manner that encourages improvement.
2. Liaise closely with all HOME teams to ensure that the Customer Service Team fully supports the successful planning, preparation and delivery of all HOME's activities and mission objectives.
3. Oversee the operational functions within the building including alarm panels and other building infrastructure services, ensuring adherence to all of HOME's Health & Safety policies and procedures.
4. Support the team to successfully achieve its income generation targets including, but not limited to, maximising income raised through the ice cream, popcorn sales, the sales of programme and other related merchandise along with the taking of individual donations.

PERSON SPECIFICATION

Criteria	Experience, Skills and Knowledge
Essential	Experience of providing excellent customer service Ability to communicate effectively Ability to learn procedures and processes quickly, follow instructions, make key decisions and find solutions Flexibility to manage a range of different tasks while maintaining a positive helpful attitude Ability to work evenings and weekends as HOME operates 7 days a week from morning to late night Understanding of, and strong commitment to, equality and diversity Experience of using Box Office systems
Desirable	Experience of working with a large team Knowledge of the theatre and performing arts, visual arts and/or film sectors First Aid Training Fire Warden Training

HOW TO APPLY

The deadline for applications is Sunday 23rd November 2025 at 00:00

Application format: submit by email an up-to-date CV together with a supporting statement of no more than 2 A4 pages. **Please ensure you provide examples of how you meet the essential criteria within the Person Specification and the main responsibilities for this role in your supporting statement.**

Email your CV and written supporting statement **please add the job reference number 865271 in the subject line in your** or this can be a short video/audio response no more than 10 minutes long to recruitment@homemcr.org and complete the [Equal Opportunities Form](#) to apply.

We will interview all candidates who meet the essential criteria in the person specification. Support is available at every stage of the process please email recruitment@homemcr.org if you have any questions related to support requirements.

Interviews will take place in person on the 25th and 26th November 2025

HOME strives to be an equal opportunity employer, committed to diversity and inclusion in the workplace.

Please note Due to the high volume of applications we are unable to respond to all applicants individually. If you have not heard from us before the interview date, unfortunately, you have not been shortlisted on this occasion. Regrettably, we are unable to provide feedback at the application stage for those not selected for interview.

Thank you for your interest in this post.



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