

RECRUITMENT PACK

Customer Service Manager – Full time
August 2026



HOME

WELCOME

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

HOME is Manchester's beating heart for theatre, film and art. It's an everyday escape, a space which invites everyone in for conversation, creativity, culture and connection. At HOME, you can discover new dimensions, old favorites and everlasting stories.

HOME is Manchester's premier arts centre and a registered charity, welcoming over 7 million visitors since opening. HOME features two theatres, five cinemas, an art gallery, and a popular restaurant. HOME collaborates with artists from both the UK and around the world to produce and present exceptional visual art, cinema, and theatre experiences. Placing a strong focus on UK theatre, international works, new commissions, and artist development, HOME is deeply rooted in the community, pushing creative boundaries, embracing experimentation, and sharing bold, exciting art with as wide an audience as possible.

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.



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 on 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, Deaf, disabled applicants, individuals from lower socio-economic backgrounds, and people from the LGBTQIA+ community.

HOME is a Disability Confident Employer, and a Supporter of the Greater Manchester Good Employment Charter.



THE ROLE

Job Context

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.

Job Summary

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 and are required to deliver to help make our venue an exciting and welcoming place to visit and explore.

KEY INFORMATION

Salary	£29,688 per annum
Contract	Permanent
Hours of work	40 hours, including 1 hour paid lunch breaks Exact hours of work as required by the job, working evenings and weekends as appropriate. Overtime payments will not be made, however time off in lieu will be available to cover additional hours worked with your Line Manager's agreement. 5 days out of 7, including working evenings and weekends. 8 hours per shift, shifts are 09:00-17:00 and 16:00 -24:00
Place of work	HOME's offices are at 2 Tony Wilson Place, M15 4FN
Holidays	25 days per annum plus statutory holidays (pro rata)
Pension	GMAC offers a pension with a 3% company contribution, available to those who are eligible
Other benefits	Discounted cinema and theatre tickets Employee Assistance Programme Option to purchase additional holidays Birthday day off Cycle to work and Tech scheme to those who are eligible after probation
Probationary period	6 months
Notice period	1 month during probationary period, 2 months thereafter

JOB DESCRIPTION

Purpose

The role 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 up sales and donations.

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	Operations
Reports to	Head of Visitor Experience
Responsible for	Customer Service Team

Main duties

- 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.
- 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.
- 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.
- 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 excellent experience for all visitors.
- Carry out comprehensive opening and closing checks for the building.
- Oversee the presentation of all public areas.
- Deal immediately and effectively with any maintenance or cleaning issues.
- 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.

- Complete daily reports that cover all activities within the building. Provide additional related information to the relevant departments as required.

Additional duties

- 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.
- 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.
- Oversee the operational functions within the building including alarm panels and other building infrastructure services.
- Uphold and follow values and GMAC policies, particularly those around diversity, environmental sustainability, positive work environment and sexual harassment, access, safeguarding, H&S & GDPR
- Support the team to successfully achieve its income generation targets including, but not limited to, maximizing income raised through the ice cream, popcorn sales, the sales of programme and other related merchandise along with the taking of individual donations.

This is not an exhaustive list of duties and HOME's management may, at any time, allocate other duties which are of a similar nature or level.

PERSON SPECIFICATION

Criteria	Essential	Desirable
Experience Skills & Knowledge	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	Experience of working with a large team First Aid Training Fire Warden Training

HOW TO APPLY

The deadline for applications is – Sunday 23rd August 2026, midnight

Please note We review applications and reserve the right to close an advert early if we identify suitable candidates. To avoid disappointment, submit your application as soon as possible. If successful for the role following interview start date will be subject to our pre-employment checks which include receiving satisfactory employment references & right to work in the UK.

Application format: submit by email an up-to-date CV together with a supporting statement of no more than 2 A4 pages. Alternatively, this can be provided as a short video/audio response no more than 10 minutes in length. 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. **All documents submitted as part of the application must be in .pdf, .doc, or .docx format.**

Please email your CV and supporting statement to recruitment@homemcr.org and complete the link here to the [Equal Opportunities Form](#). Please add the **job reference number 122828** in the subject line.

We will interview 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 Thursday 27th August 2026

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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