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Description automatically generated**Role Profile**

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| **Job Purpose:** | To lead on a service and product that represents Hopetown’s brand values – playful, people powered and progressive.​​ | |
| **What are you expected to do?** | | |
| * Provide effective leadership to all Welcome Team members in order to deliver exceptional standards of customer service including day to day management. * Maximise income potential across the site by driving, monitoring and evaluating business plan targets. * Carry out daily service monitoring across the site, proactively resolving any issues to ensure the site is presented to the highest possible standards at all times. * Ensure that all visitors needs are met, dealing with customer enquiries, complaints and feedback to help to achieve highest level of customer satisfaction. * Troubleshooting of all systems including tickets, EPOS, CRM, digital interpretation. * Responsible for the recruitment, induction, development and training, supervision and line management of the Welcome Team. * Play an important role in the delivery of events, exhibitions and education visits, liaising with the Marketing Team, promoting hireable spaces and liaising with hirers. * Assist in the implementation of appropriate sales approaches for each event and contribute towards the promotion of special offers. * Assist with the staff rotas and schedules to ensure that staffing is responsive to the needs of the site. * Take lead operational responsibility for the safety and security of the building, including implementing building emergency procedures. | | |
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| **What you need to be successful?** | | |
| * Experience of leading and managing a front of house team. * Experience of working with the public, dealing effectively with enquiries and complaints. * Experience of interpreting legislation, policy and procedures including Health & Safety, Licensing Laws and regulations. * Experience of electronic point of sale and cash handling. * IT Literatre, capable of using all Microsoft packages. * Ability to problem solve, multitask, prioritise workloads and plan and allocate targets to meet deadlines. * Ability to communicate both orally and in writing to a wide range of audiences. * Commitment to provide exceptionally high standards of customer care. * Flexible approach to working time arrangements to be available to work at short notice including evenings, weekends and bank holidays. | |  |

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| **Welcome Manager** | **Pay Band 8** |