**Role Profile**

|  |  |
| --- | --- |
| **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.
 |
|  |
| **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.
 |  |

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