



Job Description

The View from The Shard is a premium visitor attraction at the top of The Shard – the tallest building in London, offering visitors spectacular 360-degree views over the UK’s capital for over 40 miles. We want talented people like you to join us and help make the future happen!

The sales team will focus on upselling tickets, products and service enhancements to members of the public, both prospect and existing clients. You will work as part of the ‘street sales team’ in rain or shine, where you will engage with people to encourage them to visit The View from The Shard. You will also spend time inside the attraction offering upgrades and service enhancements to improve experiences for our guests and drive revenue.

You will be set strict targets and will be rewarded with competitive commission rates on the sales you generate.

We are seeking energetic, pro-active, self-motivated, approachable individuals who have the natural flair and drive for sales.

Job Title: Sales Team Member
Reports to: Sales Director
Hours: Flexible Hours - On a roster pattern that will include weekends, bank holidays and evenings
Salary: £21,879 basic (pro-rata) + commission (OTE £45k)

The Perks

- 33 days holiday (Includes equivalent of 8 Bank Holidays)
- Length of Service Benefit – additional day holiday for every year (capped at 5 years)
- Employer pension contribution of 5% of your annual salary
- Private Medical Insurance for you and your family
- Life Assurance
- Complimentary tickets to The View

Your responsibilities

- To ensure that income generation activities are maximised by promoting the product range and ticket sales options to passers-by and potential guests
- Actively drive tickets sales including other offers to passers-by in designated areas, around and outside of the local area
- Pro-actively upsell secondary spend opportunities to ticket holders both at the attraction and prior to visit
- Effective promotion of the attraction to a diverse audience
- Effective negotiation with the aim of closing sales with members of the public
- Work towards both team and individual KPIs/targets set by the senior Sales Managers
- Work in the designated point of sale locations (mainly outdoors) on a rotational pattern
- Handle any customers objections professionally
- Support marketing campaigns by being up to date with any offers or initiatives and help to promote whilst on site or in the local area including carrying out leafleting duties
- Effective queue management; continued monitoring and managing of queues ensuring a smooth entry into the attraction, and using such opportunities to provide service enhancements and upsells as appropriate
- Welcome guests and provide premium quality customer service and captivating engagement
- Seek every opportunity to interact with potential customers and guests
- To ensure the attraction is constantly maintained to the highest standards of presentation by taking ownership and responsibility of areas of work
- Demonstrate a positive presence by being alert and aware of guests, presenting yourself to the highest standard demonstrating that you are approachable to other staff and guests
- Participate proactively in regular meetings and briefings with managers and colleagues
- Use initiative where possible to resolve any enquiries or difficulties that may arise during the day and escalate when required to the Duty Manager
- Use telephones, radios, computers and other technology as required, to aid carrying out your duties
- To efficiently handle cash, sell tickets and merchandise if required to support the Operations team
- To support the Guest Experience Function when required

Health & Safety

- To undertake Health, Safety and Fire responsibilities
- Ensure compliance with Shard Health and Safety procedures
- Fully reporting any instances of a breach of safety regulations, any incidents or near misses to the management team.
- To safeguard the security of the building, including observation and first response to incidents.
- Undertake queue management responsibilities and adhere to evacuation procedures in order to ensure the safety of guests and staff.

Your Skills and Experience

- Experience of working in a promotions/sales team
- Ability to work towards strict KPIs/targets
- Ability to pro-actively approach passers-by

- Able to handle customer objections in a professional manner
- Effective negotiator
- Knowledge and passion for London
- An enthusiastic manner to promote excitement and anticipation
- Experience of encouraging and maximising sales and achieving targets
- Exemplary personal presentation standards
- Effective queue management skills
- Ability to proactively approach and engage with guests and staff
- Excellent communication, customer service and influencing skills, communicating clearly and confidently in English to a diverse group, verbally and in writing
- Is committed to customer service; anticipates and is proactive to customer needs
- Self-motivated with the ability to work effectively in a team and individually

Other

- Occasional travel may be required
- There is a need to be flexible with working hours in line with attraction opening hours
- Applicants must be aware that physical activity, such as standing for long periods of time
- Applicants are expected to work for long periods in outdoor areas