



THE VIEW

FROM THE SHARD

Designed by Master Architect Renzo Piano, The Shard has redefined London's skyline and quickly established its place as a dynamic symbol of London. At a height of up to 800ft or 244m, and at almost twice the height of any other vantage point in London, visitors will experience unrivalled 360 degree views over the city for up to 40 miles on a clear day. Surrounded by the city's most notable attractions, the high-life awaits you at The View from The Shard.

JOB DESCRIPTION

Job Title:	Guest Journey Manager
Reports to:	Head of Operations
Direct reports:	Assistant Guest Experience Managers, Team Leaders, Chief Greeter, Retail Supervisor
Indirect reports:	Service Partners (F&B Team, Photo Team)
Hours:	Flexible schedule, includes evenings, weekends and Bank Holidays
Salary:	up to £45k per annum

THE PERKS

- 25 days holiday + 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

ROLE PURPOSE

Your main focus is the entire guest journey (from pre-visit, the experience and post visit), and you will take every opportunity to ensure that guests enjoy a premium quality, unique and memory experience. You will continually evaluate the guest experience through observations onsite, analysis of online reviews and customer feedback, and lead on the development of plans to implement changes for the purpose of improving guest satisfaction. You will also oversee the Front of House operations, to ensure a smooth running of the operation whilst motivating front of house staff to perform to the highest standards.

WHO WE ARE LOOKING FOR

You are passionate about customer service, have the desire to create memorable and spectacular experiences, and you grasp every opportunity to improve the guest journey and customer service delivery. You work with a creative mind and enjoy making a positive impact in the business. You are a team player and have the ability to influence and motivate others.

YOUR RESPONSIBILITIES

- Act as customers' advocate representing the customer's perspective of service provision and overall visitor experience.
- Develop and implement customer service standards and procedures
- Consistent monitoring of customer feedback on third party platforms (Trip Advisor, Google Reviews, etc), direct customer feedback and surveys, and take action when needed
- Responding to customers queries by email, Trip Advisor or other third-party platforms in a timely manner
- Prioritise complaints to respond and to restore goodwill as effectively as possible in order to minimise any ill-feeling or adverse publicity
- Motivate the team
- To lead and motivate the front of house team (including service partners) to deliver their best performance and strive for operational and service excellence, ensure they are undertaking their tasks and responsibilities, and that they are consistently offering a premium standard of service
- Create weekly/monthly, reports relating to customer feedback and satisfaction and send to relevant managers
- Promote and support change and innovative ways of achieving excellent service aims & objectives
- Continually seek ways to improve customer service standards and implement changes with a view to positively impact customer satisfaction
- Ensuring the systems for reacting to complaints, enquiries and for facilitating group sales continue to meet the needs of the business and guest
- Support cross-departmental evaluation initiatives – liaising with Marketing on guest research and evaluation
- Management of the off-site customer contact centre; main point of contact, staff training, communicate policy or process changes, review financial statement
- Record and actively manage the costs of restoration, goodwill and refunds
- Ensure legal compliance with regards records management of personal data
- Ensure that operating procedures are prepared, adhered to and reviewed regularly, concentrating on customer service and health and safety responsibilities
- Create and update Standard Operating Procedures (SOPs) and ensure team members are fully aware of all procedures.
- Resource management; manage staff requirements in line with guest demand; ensure there are sufficient resources with mindful spending of the budget
- Line management responsibilities to the role of Assistant Guest Experience Manager
- Conduct regular meetings with team members both individually and as a team, including effective daily briefings and debriefings
- Fulfil the role of Duty Manager when needed

PERSON SPECIFICATION

- Relevant experience in a Customer Service Management role and experienced in managing a Contact Centre
- Demonstrable experience of improving customer service standards and process improvement
- Experienced in analysing and creating reports based on customer reviews and feedback
- Good experience of working at an operational management level with demonstrable evidence of delivering excellent customer service, ideally within a large guest attraction or similar environment
- Strong decision making skills
- Complaint/conflict management resolution experience
- Confidence in leading, delegating to and motivating a team effectively with significant experience of line managing staff
- Good knowledge and experience of implementing HR policy and procedures in the workplace, including recruitment and health & safety
- Excellent knowledge of good health & safety management practice with experience of using systems for checking and monitoring health & safety issues (for example by completing risk assessments)
- Excellent communication, customer service and influencing skills, communicating clearly and confidently in English to a diverse range of guests, staff, peers and managers verbally and in writing
- Strong interpersonal skills with competence in building and maintaining effective working relationships at all levels of the organisation and with external stakeholders
- Proficient in the use of Information Technology, able to design and maintain spread sheets and analyse data produced with a good working knowledge of Microsoft Office (including Outlook, Excel, Word and PowerPoint) with the ability to quickly and easily learn other software