



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: London Expert
Reports to: Assistant Guest Experience Manager
Contract: Full Time (42.5 hours week). Working week includes evenings, weekends and Bank Holidays.
Pay: up to £26,520 per annum

THE PERKS

- 33 days Holiday (pro-rata)
- 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
- Life Assurance
- Complimentary tickets to The View

ROLE PURPOSE

You will be the person that all our guests want to meet. You will create memorable impressions and lasting memories. You will be part of a team that makes people smile and will captivate our audience with your wealth of London Knowledge. You are a walking encyclopedia, your knowledge of London is immense and you can't wait to share it with our guests at the very top of the Shard.

WHO WE ARE LOOKING FOR

You are the type to make a lasting impression and you are always the star of the show. You can create an exciting atmosphere and intrigue people with your knowledge of London. You are passionate about London and eager to share your stories with our guests. You will already have a wealth of knowledge about the city such as interesting facts, the history, stories about the Royal Family and much more. You have a high level of energy, confident, enjoy meeting new faces and eager to share your knowledge of London with our guests.

HOW TO APPLY

Send your CV and a short video introducing yourself, and telling us an interesting story about London to jobs@theviewfromtheshard.com.

YOUR RESPONSIBILITIES

- Greet, welcome guests, and create a positive first impression
- Proactively share your knowledge of London with our guests; interesting facts, the history of London, stories of London etc.
- Create and develop unique guided tours and deliver tours to guests
- Deliver guided tour and London knowledge training to staff members
- Keep up to date with your knowledge of London
- Provide premium quality customer service and guest engagement
- Seek every opportunity to interact with our guests, ensuring the expectations of their visit are exceeded
- Entertain and engage with groups of guests
- Be knowledgeable of our product, offers and ticket types, and provide accurate information to guests
- Captivate a diverse audience to ensure their experience is unique and memorable
- 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
- Be kept up to date of with our brand guidelines, and adapt to our brand personalities
- Use initiative where possible to resolve any enquiries or difficulties that may arise during the day and escalate when required to the Duty Manager
- Participate proactively in regular meetings and briefings with managers and colleagues
- Use telephones, radios, computers and other technology as required, to aid carrying out your duties
- Achieve individual and team KPIs as set by the management team
- Deputise for the Duty Manager if required
- Support other departments within the attraction if 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

- Extensive knowledge about London without the use of reference materials
- An enthusiastic and theatrical manner to promote excitement and anticipation
- Experience of encouraging and maximising sales and achieving targets
- Exemplary personal presentation standards
- Experience of working in a premium attraction or hospitality venue
- 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
- 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

Desirable:

- Knowledge and understanding of the Equalities Act 2010
- Knowledge of good health & safety management practice

- Builds effective relationships with stakeholders
- The ability to communicate in a second language
- A current first aid qualification

Other

- Occasional travel may be required to attend industry events, training etc.
- There is a need to be flexible with working hours and on occasion's work out of normal working hours to assist operational demands
- Applicants are expected to work for long periods in outdoor areas