



## 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:	Deputy Duty Manager
Reports to:	Guest Journey Manager
Direct reports:	None
Hours:	42.5 hours per week on a roster pattern that will include weekends, bank holidays, evenings, and late nights/early mornings
Annual Salary:	£27,500 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 an integral part of the Front of House Team. You will support the day-to-day running of the attraction and the retail shop, whilst ensuring our guests enjoy a premium quality guest focused service. You will carry out guest service hosting duties, and at times, will take on the role of Duty Manager where you be managing the operation. You will lead by example, deliver group and one-to-one training sessions to new starters and will motivate our staff to deliver an engaging service of excellence.

### WHO WE ARE LOOKING FOR

You have a passion for delivering great service, and you are experienced in leading Front of House Teams. You are a role model, a great motivator, and able to get the best out of your teams. You work well under pressure, and have the ability to manage challenging stations.

### TO APPLY

Sent your CV and Cover Letter to [jobs@theviewfromtheshard.com](mailto:jobs@theviewfromtheshard.com). To fast track your application, include a video introduction letting us know why you would be suited to this role.

## YOUR RESPONSIBILITIES

### Guest Experience

- Welcome and provide premium quality customer service and guest engagement
- Seek every opportunity to interact with our guests, ensuring the expectations of their visit are exceeded
- 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
- 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 daily briefings with managers and colleagues
- Use telephones, radios, computers, and other technology as required, to aid carrying out your duties
- Operate and maintain guest entertainment activities
- Where possible, actively upsell ticket upgrades or merchandise to guests
- To efficiently process transactions; complete credit/debit card payments when selling tickets and/or merchandise to guest purchase points
- Within retail: take responsibility of a designated area; monitoring stock levels and ensuring all items are displayed correctly
- Minimise stock loss, ensuring correct procedures are followed and staying vigilant
- Support the managers with ensuring that costs are streamlined and there is limited wastage in the department
- Be aware of all promotional activity and offers
- Support other departments within the attraction if required, including F&B and Sales

### Operational and Duty Management

- To work Duty Manager shifts, acting as the main point of contact regarding the daily management of the operation and responsible for the general running of the attraction
- To lead and motivate the team to ensure that they are undertaking their allocated tasks and responsibilities
- Deliver engaging and motivating team briefings
- Manage customer complaints and queries in the first instance and know when it is appropriate to escalate the complaint to a more senior manager
- Ensure that all areas of the guests' journey; main entrance, box office, photo opportunity, F&B areas, the viewing galleries, and retail area etc. always maintained to the highest standards of presentation
- Send Duty Manager reports and staffing updates
- Oversee the operation of the box office, ticketing and retail areas (including supporting the photo opportunity and F&B)
- Be aware of promotional activity and ticket types, ensuring ticketing procedures are followed
- Ensure income generation activities are maximised, upselling products at purchase points
- Ensure a smooth running of the retail shop, ensuring all goods are received, and stored correctly and replenishment when required
- Support the Senior Management Team in adopting the role of 'Bronze Command' in an Incident Management Situation by implementing key decisions and instigations made by the SMT
- Support the Operations team with developing a comprehensive set of Standard Operating Procedures (SOP's) relating to ticketing, retail and e-commerce and ensuring these are practiced
- Undertake and ensure compliance with Health, Safety and Fire procedures
- Assist with the preparation of emergency and evacuation procedures
- Instruct team members on controlling crowds - organising queues, and managing guest flow
- Support the retail function with system administration

- Ensure team members carry out daily checks
- Coach/train team members to recognise faults/problems
- Deliver Guest Service and H&S training to new starters
- Ensure that all areas of the attraction are clean, safe, tidy and hazard free
- Work and manage out of hours event and supporting our growing events department
- Undertake any other reasonable tasks as required by the business

## **Retail**

- To ensure the Retail Shop is well presented, ensuring the full selection of products and signage is displayed in line with the Merchandising guidelines at all times
- Oversee the running of the retail shop, ensuring team members are following correct processes, till operating and cash handling procedures
- Deliver trading actions; price amendments and retail promotions
- To ensure the shop and the attraction is constantly maintained to the highest standards of presentation by taking ownership and responsibility of the retail area
- Be responsible for stock replenishment or discrepancies on both the sales floor and stockroom and rectifying any issues
- Support with a smooth running of logistics, ensuring all goods are received, processed and stored correctly and replenishment when required
- Supervision of retail stock counts
- To support the Cash Office function where duties include but not limited to; banking; preparation of tills; investigating discrepancies
- System Administrator for the retail system
- Keeping track and ordering of retail stock and packaging requirements
- Key liaison person for internal transfers
- Fulfilment of online retail orders
- General administration duties relating to the retail function

## **YOUR SKILLS AND EXPERIENCE**

- Demonstrable evidence of delivering excellent customer service, ideally within a large visitor attraction or entertainment venue
- Experienced in managing a team at a similar establishment
- Experience in operating EPOS and/or electronic ticketing systems
- Experience of achieving performance objectives, particularly with regards revenue generation
- Ability to motivate the team interactive style to increase sales and ensure efficiency
- Ability to work effectively in a team with good leadership and motivational skills
- Good knowledge and experience of providing premium customer service
- Strong interpersonal skills with competence in building and maintaining effective working relationships at all levels of the organisation and with external stakeholders
- Knowledge and passion for London
- 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
- Exemplary personal presentation standards
- 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 with the ability to quickly and easily learn other software
- Able to use telephones, radios, computers and other technology as required, to aid carrying out your duties