

# 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:	Assistant Guest Experience Manager
Reports to:	Guest Journey Manager
Direct reports:	Guest Experience Ambassadors
Hours:	42.5 hours per week on a roster pattern that will include weekends, bank holidays and evenings
Annual Salary:	Starting £30,750 per annum (+6% living allowance)

### THE PERKS

- 33 days Holiday
- 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 manage the day-to-day running of the attraction, whilst ensuring our guests enjoy a premium quality guest focused service. You will support the Sales Function by maximising income generation activities. You will lead our Front of House Team, 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 including; accidents, incidents, and emergency situations.

### TO APPLY

Send your CV to [jobs@theviewfromtheshard.com](mailto:jobs@theviewfromtheshard.com). To fast track your application, send us a short video introducing yourself, and letting us know why you would be perfect for the role.



## YOUR RESPONSIBILITIES

### GUEST EXPERIENCE

- To ensure an excellent standard of customer service is delivered by all team members by monitoring and continually seeking to improve customer service standards
- To lead and motivate the team to ensure that they are undertaking their allocated tasks and responsibilities
- Manage customer complaints and queries in the first instance and know when it is appropriate to escalate the complaint to a more senior manager
- Demonstrate a positive presence within by being alert and aware of guests, present yourself to the highest standard and demonstrate you are approachable
- 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
- To deputise as the Guest Journey Manager when required. Including attending meetings as their replacement.

### COMMERCIAL AND TICKETING

- Oversee the operation of the box office, ticketing and retail area's (including supporting the photo opportunity and F&B).
- Be aware of promotional activity and ticket types, ensuring ticketing procedures are followed.
- Assist and serve guests at purchase points, handle cash and card transactions
- Ensure income generation activities are maximised, upselling products at purchase points
- Ensure team members carry out daily checks and coach team members to recognise faults
- Support with the fulfilment and dispatching of online orders on a timely basis
- Management of receiving on-site stock deliveries
- Ensure a smooth running of the retail shop, ensuring all goods are received, and stored correctly and replenishment when required.
- Support with completing stock takes and rolling stock takes when required.
- To oversee the cash office function and support the Cashier when necessary

### PERFORMANCE AND RESOURCE MANAGEMENT

- Responsible for ensuring that the team is competent in performing the requirements of the Guest Ambassador role
- Actively promote the processes of the annual staff appraisal system aimed at supporting and encouraging staff to give of their best performance and strive for operational and service excellence
- Ensure that all administration relating to personnel matters is completed and that accurate and timely records are maintained
- Active support of structured training programmes in line with any brand, vision, culture and values, statutory requirements (e.g. H&S, etc) and yearly objectives
- Be Involved in the recruitment and selection
- Assist with a structured programme of training and systematically review/give constructive feedback to ensure that procedures and required standards of performance are made clear



- Effective performance and attendance managements
- Management of the staff roster

#### OPERATIONAL STANDARDS

- To frequently 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 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
- To 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
- To support the retail function with system administration on an ad hoc basis.
- Ensure team members carry out daily checks. Coach/train team members to recognise faults/problems
- Ensure that all areas of the attraction are clean, safe, tidy and hazard free
- To work and manage out of hours event and supporting our growing events department.

#### YOUR SKILLS

- Demonstrable evidence of delivering excellent customer service and maximising revenue generation, ideally within a large visitor attraction or entertainment venue
- Experienced in managing a team at a large visitor attraction or entertainment venue
- 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
- Knowledge and experience of implementing HR policy and procedures in the workplace, including recruitment and health & safety
- 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

