

# JOB DESCRIPTION.

**JOB TITLE** Visitor Welcome Team Member

**REPORTS TO** Visitor Welcome Manager

**DEPARTMENT** Visitor Experience

The Visitor Experience department encompasses the Security, Tour, Management (Site and Theatres/Performances) and Volunteer Management teams.

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## **BACKGROUND**

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare accessible for all.

## **PURPOSE OF JOB**

Our Visitor Welcome team are the face of Shakespeare's Globe. The team is responsible for positively and warmly welcoming all visitors, clients, guests and colleagues; exceeding expectations to providing exceptional levels of customer service.

The post holder plays a crucial part in enhancing visitors' experiences through personal interaction and by interpreting the stories, the buildings and history around them, whilst maintaining their safety and security.

The post-holder will be expected to strive to exceed the world class Customer Service Standards that underpin performance management within the department. They will work across a range of positions delivering exceptional customer service and ensuring a welcoming and safe environment that meets the needs of a wide range of visitors and staff. The Welcome team will be a positive, helpful and friendly first point of contact responsible for providing knowledgeable and efficient information and service to both internal and external customers.

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## **PRINCIPAL RESPONSIBILITIES**

- Create a positive, warm welcome for all visitors.
- To seek opportunities for active engagement with visitors to enhance their enjoyment, appreciation and understanding of Shakespeare and the two iconic theatres;
- Take pride in the Globe's appearance, seeing everything through the eyes of the visitor and question anything that would not meet a visitor's expectations.
- Ensure that the visitor areas are clean and well presented at all times, reporting faults or H&S/security concerns to the Managers or Security team as appropriate.
- Be able to respond quickly and efficiently to all security issues, emergency and evacuation procedures by clearing and securing areas when necessary ensuring the safety of visitors.

## Visitor Welcome Team Member

- Work as part of a large Visitor Experience team, upholding the Globe's Cause and championing the visitor, sharing knowledge and supporting colleagues to succeed.
- Ensure the smooth running of the Tour and Interpretation programme by liaising with the guides and Department Managers regularly.
- Regularly monitor the space inside the theatre and to direct tours when necessary as advised by a Visitor Welcome Manager
- Proactively generate an audience for any special events, demonstrations or activities running in the Under Globe or wider Globe site as directed by the Visitor Welcome Manager team.

### OPERATIONAL ELEMENTS

- Provide a reception service for all staff, artists, schools and contractors at the main Stage Door and other access points across the site, including the Piazza and Foyer area, and the Sackler building.
- To be a presence in the Underglobe area; coordinating the daily tour programme with responsibility of allocation of guides in accordance with operational need.
- To have an understanding and working knowledge of the Cloakroom and ability to work in there as required.
- Maintain a good working knowledge of the Globe's programme, services and facilities so that enquiries can be appropriately, promptly and accurately addressed
- To monitor the visitor routes to ensure the safety of the buildings and visitors;
- To have a broad knowledge of Shakespeare's Globe, the Sam Wanamaker Playhouse and cross organisational events and to delight in sharing this knowledge with visitors, adapting the content and delivery of information according to visitors' interest and requirements;
- Ensure the security of Stage Door at all times, ensuring that all contractors, visitors, staff and visiting companies sign in and out of the building in accordance with procedure
- Manage the switchboard phone system, answering incoming calls and route calls to the relevant extensions
- Take and distribute messages, forward emails as appropriate and maintain an efficient internal communications system as directed by the VE Management team.
- Maintain accurate records relating to lost property, and act as contact point for customers and staff looking for their lost items
- Sort and distribute incoming and outgoing mail, receive and sign for special delivery items and packages that arrive during the day, ensuring that all deliveries are logged and distributed and the relevant persons informed of their arrival in a timely manner
- In the event of an emergency evacuation, follow set tasks and procedures and carry out instructions as given by the Globe's management team and/or the emergency services
- Undertake evacuation of disabled patrons to safe refuge away from the Globe in the event of an emergency evacuation

### PRACTICAL REQUIREMENTS

- This role requires the post holder to work on a rota, which may include regular evenings and weekends, including Bank Holidays.
- The role requires the post holder to work early mornings and late nights and includes outdoor working, across all seasons.
- Attend daily briefing sessions on time and ready to start.
- Attend training sessions as required.
- Ensure own punctuality, attendance and personal appearance meets the VE Department's standards, including wearing an identifying outfit.
- Be flexible and adaptable in the undertaking of any other related duties.

## PERSON SPECIFICATION

### ESSENTIAL

- A proactive, approachable individual with a genuine interest in delivering outstanding visitor care and service.
- The ability to build relationships with our broad range of visitors and gauge their level of interest in a timely and professional manner
- An understanding of the importance of sales, including the ability to proactively introduce visitors to additional products or services and maximise revenue.
- A proven ability to work effectively as part of a team and to establish excellent professional relationships with colleagues across the wider organisation.
- Outstanding communication and customer service skills.
- Displays full range of knowledge about the Globe activities required for the role.
- Able to follow procedures in emergencies; be proactive, with the ability to react to evolving situations and be led by management and other colleagues.
- Flexible and adaptable approach to work and a commitment to best practice working styles, including in high pressure situations.
- Excellent teamwork skills

### DESIRABLE

- An interest in Shakespeare and the work of Shakespeare's Globe
- Experience of working in a theatre or arts environment
- Ability to speak a relevant foreign language
- First Aid at Work Qualification
- Awareness of Health & Safety issues

## RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

### Full Time / Permanent

[A full set of terms and conditions will be supplied with a contract of employment]

**Hours:** 37.5 per week– working a rota system as required including evening weekend and bank holiday working

**Pay Rate** £11.16 per hour

**Holiday:** The annual holiday leave is 25 days per calendar year plus Bank Holidays.

**Benefits:** Discount in the Globe shop and onsite restaurants/cafes; free entry to Shakespeare's Globe Exhibition and to selected Education events; access to our free employee assistance programme via phone line and website; season ticket loans available; eye test scheme; SGT will auto-enrol eligible staff into a pension scheme, with required employer contributions.

**This job description is not a contract but is provided for context of responsibilities within the role. The above list of responsibilities is not exhaustive and you may be required to undertake other responsibilities and training as requested by your line manager or head of department.**