



JOB DESCRIPTION.

JOB TITLE	Visitor Operations Assistant
REPORTS TO	Assistant Visitor Operations Managers (<i>and responsible to the Retail Shop Manager when working on the shop floor</i>)
DIRECT REPORTS	None
DEPARTMENT	Visitor and Audience Operations

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

- To provide a world class experience and service for all internal and external stakeholders who come to the Globe campus.

PRINCIPAL RESPONSIBILITIES

- Welcome on site all visitors, including those to tours, education workshops and events, and theatre performances, and provide a friendly, efficient, and professional service, ascertaining their needs and supporting them in the best way possible.
- Deliver excellent customer service to all our visitors.
- Be the first line ambassadors of the Globe with up to date and accurate knowledge of the building and what's on across the site, in order to enhance commercial activity and visitor expectation and experience.
- Work in the retail spaces on site, meeting sales targets through excellent product and operational knowledge.
- Obtain excellent product knowledge and use proactive selling to maximize sales.
- Answer visitors' questions and deal with any complaints, calling on the support of the supervisors when appropriate.
- Support the whole organisation at events, one off activities and projects, ensuring true one Globe working and a seamless stakeholder experience.
- Support the smooth running of the guided tour programme by working alongside the guides and passing on any operational feedback and development to the management team.
- Ensure that the Globe's cash handling procedures are strictly adhered to in relation to security requirements.
- Ensure that all area(s) are clean, well presented and displayed to the highest of standards.
- Attend team briefings and training sessions as required.
- Obtain a good knowledge of events and performances planned for the Globe Theatre and Sam Wanamaker Playhouse.
- Be responsible for the health, safety and welfare of staff and visitors in the retail areas, ensuring compliance with all legislation and Globe policy.

PERSON SPECIFICATION

- Excellent customer service and interpersonal skills.
- Be a supportive team member and actively participate in team meetings, events and the induction and training of new team members.
- The ability to retain and share excellent product knowledge.
- Good selling skills.
- Good cash handling skills.
- Excellent attention to detail.
- A professional approach.
- The ability to relate to people at all levels.
- Enthusiasm and willingness to learn.

Embodies these essential Globe ways of working:

- Committed to the principles of equality, diversity and anti-racism and able to implement these within all areas of work.
- Supportiveness to others
- Thoughtfulness, reflecting, and problem solving
- Influencing and Communicating with others

The post holder must at all times carry out their responsibilities with due regard to Shakespeare's Globe's Policies and Procedures.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Casual / Fixed Term until September 2022

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

Hours : Zero hours - includes evening and weekend shifts.

Salary: £12.50 per hour

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

Benefits: Discount in the Globe shop and onsite restaurants/cafes; free entry to selected shows, events and activities, access to our free employee assistance programme via phone line and website; season ticket loans available; eye test scheme; cycle to work scheme; Littlebird exclusive discount; enhanced employer pension contributions after 12 months service;

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes. As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.