



# **Visitor Services Assistant Manager**

## **full time, permanent**

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ALEXANDRAPALACE.COM  
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TRATION NUMBER: 281991



## ABOUT ALEXANDRA PARK AND PALACE



Alexandra Park and Palace is a major event, heritage and cultural destination in north London.

We have some amazing events coming up including the Red Bull Soapbox Race and our Kaleidoscope Festival, alongside exciting programming across our indoor spaces and Victorian Theatre.

## ROLE DESCRIPTION

The **Visitor Services Assistant Manager** is responsible for the day-to-day supervision of the front of house team. On nominated events the role will act as the main point of escalation for customer queries and will oversee the box office, cloakroom, information point and access platform operations.

It is a varied, busy role with plenty of opportunity to work across all areas of Alexandra Palace and Park helping to deliver the best possible customer experience.

The salary is **£30,841 pa**

This is a full time, permanent role working 37.5 hours per week across a shift pattern. Alexandra Palace is a 7 day a week operation so the role will be required to work some evening, weekends and bank holidays depending on the event schedule.

## HOW TO APPLY

To apply for the role of **Visitor Services Assistant Manager** please send your **CV** and a **cover letter** outlining how you meet the requirements of the role to [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com).

Please also complete and return an [Equalities Monitoring Form](#) with your application. The information remains confidential but is essential to track progress against our EDI Action Plan and understand what more we can do to be more representative of our local and wider communities.

The deadline for applications is **10am Monday 11 March 2024**

Due to the volume of applications, we can only provide feedback to those shortlisted for interview.

*We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.*

<b>Job Title</b>	<b>Assistant Visitor Services Manager</b>	
<b>Department:</b>	Visitor Services	
<b>Team</b>	Visitor Services	
<b>Responsible To</b>	Head of Visitor Services	
<b>Responsible For</b>	Visitor Services Assistants (line management), Casual Visitor Service Assistants, Visitor Services Supervisors (operationally).	
<b>Overall job purpose</b>	<p>To facilitate the best possible visitor experience for all who attend or engage with Alexandra Palace.</p> <p>To deputise for the Head of Visitor Services in the day-to-day management of Visitor operations and staff (including box office). To support development projects and to uphold and deliver excellent customer service standards across the site.</p>	
<b>Key internal relationships</b>	Operational teams including Ticketing and Events.	
<b>Key duties and responsibilities</b>	<ol style="list-style-type: none"> <li>1. Lead the Visitor Services team on nominated live events as Visitor 1, 2 Welfare 1 and Venue 2 positions, acting as the main point of escalation for customer queries / complaints and visitor operations. This includes overseeing the box office, scanning, cloakroom, information points, bar staff, retail and access platform, accessible/ guest list entrance.</li> <li>2. Line management of Visitor Services Assistant team, Operational management of the Supervisory team; including recruitment, induction, training and the performance management of permanent Visitor Service Assistants.</li> <li>3. Assist the Head of Visitor Services to support the box office operation across site using Spektrix and external ticketing partners. Including training and deployment of staff and supporting the development of standard operating procedures and data capture, seamless delivery of service</li> <li>4. Deputise for the Head of Visitor Services and when required attend event briefings and production meetings as necessary to understand and implement the operational requirements of the VS team.</li> <li>5. Coordinate front line Visitor Services staff across the site by scheduling resources according to business needs including creating staffing/ rotas, submitting hours. Attending event production meetings.</li> <li>6. Oversee the Duty Management and development of the East Court space during public day time opening hours. Including training and monitoring a team of supervisors to complete said responsibility. Working with other departments on larger development projects within the space.</li> </ol>	<p>20%</p> <p>15%</p> <p>15%</p> <p>15%</p> <p>10%</p> <p>10%</p>



	<p>Strong communication skills both written and verbal</p> <p>Ability to give clear instructions and direct the work of others</p> <p>Good problem-solving skills with a methodical approach</p> <p>Performance driven with great organisational skills</p> <p>Ability to prioritise and manage own time</p> <p>Friendly and approachable team player</p> <p>Flexible and available to work occasional anti-social hours including evenings, weekends, and bank holidays according to the needs of the business</p>	<p>Knowledge of health and safety processes and procedures</p> <p>Understanding of social media and its uses including facebook, twitter, Instagram and snapchat</p>
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## DIMENSIONS

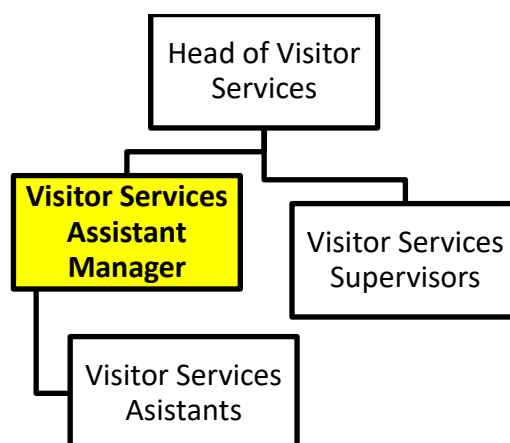
### Financial responsibilities

- Cash handling and reconciliation of cash floats
- Overseeing Visitor Service budget

### People management responsibilities

- Line Management of Visitor Service Assistants
- Visitor Service Supervisor / Assistants on event days
- Supervision of volunteers and agency staff

## ORGANISATIONAL STRUCTURE



## GENERAL OBLIGATIONS

### i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

### ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff.

### iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

### iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

### v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

## CUSTOMER SERVICE STANDARDS



## VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

### The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level 2 (of 4) and therefore should be demonstrating behaviours at **level 2**.

### 1. We are **COLLABORATIVE**

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"><li>• Work with other teams to raise and solve issues</li><li>• Hold regular meetings to gain team input</li><li>• Be visibly available to my team</li><li>• Book weekly catch ups with other teams</li><li>• Think and act as one organisation</li><li>• Pro-actively talk to others rather than sending emails</li></ul>	<ul style="list-style-type: none"><li>• Encourage silos or working in isolation</li><li>• Think our work is more important than that of other teams</li><li>• Make decisions without consulting other teams that may be impacted</li></ul>

### 2. We are **BOLD**

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"><li>• Try new ideas and think outside the box</li><li>• Look for possibilities and opportunities everywhere – taking time to think creatively</li><li>• Have faith in my ideas and find my voice</li><li>• Encourage the ideas of others more often</li><li>• Utilise the experience of the whole team</li><li>• Strive to improve the customer experience</li><li>• Encourage others to see mistakes as learning</li></ul>	<ul style="list-style-type: none"><li>• Say “I can do better” but then do nothing</li><li>• Accept something just because it is the way it's always been done</li><li>• Shut down ideas without thinking about the pros and cons</li><li>• Resist change because it is too challenging</li><li>• Think “I can't do it”</li><li>• Say “No” but not explain why</li></ul>

### 3. We are **OPEN AND GENUINE**

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"><li>• Get to know my team members</li><li>• Be human – show empathy and care for others</li><li>• Thank people and make them feel good</li><li>• Accept all - embrace different points of view</li><li>• Confront difficult situations with openness, sensitivity, care and empathy</li><li>• Pro-actively address exclusion and discrimination</li></ul>	<ul style="list-style-type: none"><li>• Exclude people because I find them difficult or challenging</li><li>• Ignore or belittle the ideas or thoughts of others</li><li>• Allow our own view to prevail not taking into account differences of opinion or approach</li><li>• Tolerate exclusion or discrimination</li><li>• Delegate to the same people as they always say “Yes” and avoid delegating to others</li></ul>

#### 4. We are **PASSIONATE & FUN**

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 2</b>	<ul style="list-style-type: none"><li>• Act as a role model for others by demonstrating passion for my job and energy every day</li><li>• Go the extra mile – setting an example for the team</li><li>• Make time to celebrate success</li><li>• Inspire, develop and build my team</li><li>• Focus on delivering quality for myself and my team</li><li>• Create a culture of fun so that we can all enjoy what we do</li></ul>	<ul style="list-style-type: none"><li>• Act negatively - moaning and criticising</li><li>• Forget to celebrate</li><li>• Just do the minimum to get by</li><li>• Accept negativity or inappropriate behaviours in our teams</li></ul>

#### 5. We are **RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 2</b>	<ul style="list-style-type: none"><li>• Bring solutions not just problems and complaints</li><li>• Take a “see it and own it” approach</li><li>• Make smart use of our resources</li><li>• Actively look outside for new ideas and research</li><li>• Attend and encourage others to attend training and conferences and bring back new ideas</li><li>• Understand what generates profit</li><li>• Free up budgets to spend where most needed</li><li>• Empower and coach my team to come up with their own solutions</li><li>• Make use of people’s skills from outside of work as well as at work</li></ul>	<ul style="list-style-type: none"><li>• Use resources just because we have them</li><li>• Say “no” just because of lack of resource</li><li>• Just go for quick wins because they are easy</li><li>• Allow wastage in our work areas</li><li>• Take on too much at once</li><li>• Create a stressful environment for myself or those around me</li></ul>