



Visitor Service Assistant

(part time hours)

ALEXANDRA PALACE, ALEXANDRA PALACE WAY, LONDON, N22 7AY • 02 08 36 52121 •
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 deliver great experiences for everyone, every day of the year, at major events. We are known for our diverse entertainment programme, our natural parkland and panoramic views of the city.

ROLE DESCRIPTION

The **Visitor Service Assistants** work across all areas of Alexandra Palace and support the operational team to deliver great experiences including live music, live sport, exhibitions, Theatre shows and Park events.

This is a fun and varied role where you will be working across all front of house operations including our **box office, welcome desks, bag drop, VIP hospitality areas, guestlist, and access platform.**



Customer service experience is essential, and you will be a friendly and approachable team player. Successful candidates may be required to attend training days.

The hourly rate is **£13.85** (London Living Wage)

SHIFTS

We have two part-time, permanent positions available:

Position 1: 22.5 hours per week (3 days)

Position 2: 15 hours per week (2 days)

When applying, please indicate which position and hours you are interested in.

HOW TO APPLY

To apply for the role of **Visitor Services Assistant** please send your CV and cover letter outlining how you meet the requirements of the role to recruitment@alexandrapalace.com.

Applications will be shortlisted on receipt. Please note as this role may require post holders to sell alcohol, applicants must be 18 or over.

Unfortunately due to the volume of applications we are unable to provide feedback to those not shortlisted for interview

JOB TITLE	Visitor Services Assistant
DEPARTMENT:	Visitor Services
RESPONSIBLE TO	Visitor Services Assistant Manager / Supervisor on shift
OVERALL JOB PURPOSE	Welcome all visitors and guests to Alexandra Palace. To uphold service standards across the site delivering an efficient and effective customer experience.
KEY INTERNAL RELATIONSHIPS	Visitor Services Assistant Manager Visitor Services Supervisors
KEY DUTIES AND RESPONSIBILITIES	1. Engage with Alexandra Park and Palace visitors providing an excellent customer service, working as part of an effective team. Tasks may include but are not limited to: - Cover welcome desk(s) and event info point - Respond to customer enquiries - Support with access requirements - Palace activity is communicated effectively across the site - Resolve customer complaints - Answer and direct incoming calls - Assist with event, theatre and ice rink bookings - Meet and greet clients and meeting attendees - Keep all public areas clean and tidy - Uphold standard operating procedures - Communicate Alexandra Palace's wider offer to guests and visitors taking the initiative to provide information above and beyond a customer enquiry 2. Support the ticketing and box office operations for live events and the Ice Rink, assisting with sales, collections and enquiries. 3. Carry out front line service administration processes and procedures including: - Logging lost property - Signing for site wide deliveries - Franking post and organising couriers - Recording automated phone updates - Promoting the sale of Alexandra Palace branded merchandise 4. Prepare front of house units for opening at the start of the day / event and close down operations at the end of the day / event (depending on shift pattern) in line with standard operating procedures 5. Support front of house operational duties site-wide as and when required. This may include working in the East Court, Victorian Theatre, Palm Court Info Point, Cloakroom, Ice Rink Reception

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
	EDUCATION / QUALIFICATIONS Educated to GSCE level <i>or equivalent</i> with level 4-9 (grades A-C) in English and Maths To be able to speak English to a level that enables you to complete your job effectively Eligible to work in the UK EXPERIENCE Experience dealing with customers face to face Experience of resolving complaints Experience handling card transactions ideally gained in a retail environment SKILLS / KNOWLEDGE Interest in live events i.e. Theatre productions, live music, live sport, exhibitions Customer focussed Strong communication skills both written and verbal Good problem solving skills and a methodical approach Ability to prioritise and manage own time Friendly and approachable team player Ability to work a flexible shift pattern depending on event operations	Experience working in front of house role in a venue or leisure facility Box office experience Experience using a CRM / ticketing system e.g. Spektrix or similar Office administration experience including responding to customer calls and emails Knowledge of Alexandra Park and Palace's activities and operations Knowledge of health and safety processes and procedures Understanding of social media and its uses including: Facebook, Instagram, twitter and snapchat

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. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

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 1 (of 4) and therefore should be demonstrating behaviours at level 1.

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 1	- Work together collaboratively- acting as one team - Communicate with colleagues and other teams - building relationships, sharing information and reducing silos - Attend and actively participate in team meetings - Look for frequent opportunities to socially interact across the organisation - Ask for help more often - Pro-actively offer help if a team member is struggling	- Wait to be asked for help or leave people to struggle - Work in silos - Make decisions without consulting each other - Withhold information from others - Be silent and uncommunicative - Hold back because of lack of time or interest - Ignore the phone or customers - Act divisively

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 1	- Bring creative ideas to work, share them with others and influence to make them happen - Be adaptable and open minded - listen to new ideas and try new things - Demonstrate a passion for learning put self forward to be trained and to train others - Be more vigilant in spotting the things which could be better - Admit when a mistake has been made or could have been done better - Welcome change as a way to learn and grow	- Resist change and new ways of doing things - Be afraid to try new things - Be defensive when constructive criticism is offered - Make the same mistakes - Hold back ideas - Blame others if new things go wrong - Dismiss or shut down ideas without suggesting alternatives or looking at ways to make it work - See setbacks as failure

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 1	- Treat people with respect, irrespective of their opinions, beliefs or background - Demonstrate good manners with everyone - Listen to others and value their opinions - Take time to get to know other individuals and teams, who they are, what they do and how we can help - Discuss things in person and not rely on email - Be more culturally aware and understanding of difference - Work sensitively and collaboratively with all - Meet commitments and keep promises - follow up on enquiries or requests for information promised - Confront difficult situations	- Disrespect colleagues or customers - Single out, exclude or discriminate against people because they are different to me or for any other reason - Dismiss the views of others because their opinion and perspective is different to ours - Criticise colleagues in front of others or the public - Take sides when hearing different opinions - Bring personal problems into work on a regular basis - Talk or gossip about others - Talk the organisation down inside or out - Fail to deliver on what we have promised

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”

	We Will	We Won't
Level I	• Demonstrate enthusiasm and excitement in the delivery of our roles • Express passion, energy and fun with colleagues and customers • Focus on quality – completing work on time and accurately • Take visible pride in our work every day • Be self- motivated and stay positive even when sometimes it is hard to do so • Deliver the best experience for our customers • Look for opportunities to bring fun to work	• Create a negative atmosphere • Demonstrate a can't do attitude • Allow the negativity of others to affect me • Take things to heart • Take a careless attitude to the quality of our work • Say “I don't know” – I will go and find out • Say “It's NOT my job”

5. We are **RESOURCEFUL**

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

	We Will	We Won't
Level I	• Be determined to deliver making best use of the resources we have • Say yes more often and then work out how to do it with what we have • Use initiative to solve problems – seeing every problem as a challenge and an opportunity to grow • Minimise wastage and recycle more • Look after resources as if they are personal belonging s- keeping them tidy and maintained • Make suggestions on how to make things more efficient or reduce cost • Take accountability and show a “can-do” attitude	• Bring problems without thinking of possible solutions or suggestions • Abandon problems hoping someone else will solve them • Say “Yes” if I know I can't do something • Use budget as an excuse not to do things • Be wasteful of time, resources, energy and equipment