



Visitor Services Supervisor

Casual

ALEXANDRA PALACE, ALEXANDRA PALACE WAY, LONDON, N22 7AY • 02 08 36 5 2121 •
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.

Today we continue to deliver those great experiences for everyone, every day of the year, at major events like the darts or music gigs, to a round of pitch and putt, a skate on the ice or participating in our Creative Learning programme.

ROLE DESCRIPTION

This role is responsible for **overseeing** a team of Visitor Service Assistants whilst on shift, **coordinating** resources and **leading** by example to facilitate a first class visitor experience.

Experience of supervising or managing a team is essential along with experience of using a box office or ticketing system (Spextrix is desirable). You will be customer focussed, proactive and a friendly and approachable team player. Ally Pally is a 7 day a week operation with events that run until late into the evenings, shift patterns are therefore flexible and include some evenings, weekends and bank holidays.

The hourly rate is: **£15.63**

HOW TO APPLY

To apply for the role of **Visitor Services Supervisor** please send your CV or expression of interest to recruitment@alexandrapalace.com.

The deadline for applications is 12pm on Friday 5 June.

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.

Applications will be shortlisted on receipt. Unfortunately we are unable to provide feedback to those not shortlisted for interview

CUSTOMER SERVICE STANDARDS

<p>We Value You</p> <p>"warm, friendly and genuine" "engaging and connected"</p> 	<p>We Own It</p> <p>"respectful and helpful" "responsive and proactive"</p> 
<p>"professional and competent" "consistent and unified"</p>  <p>Team Ally Pally</p>	<p>"clear and transparent" "accountable and solution focussed"</p>  <p>We Sort It</p>

JOB TITLE	Visitor Services Supervisor (casual)	
DEPARTMENT:	Visitor Services	
RESPONSIBLE TO	Visitor Services Manager	
RESPONSIBLE FOR	Visitor Services Assistants	
OVERALL JOB PURPOSE	<p>Supervise and lead the VS team in delivering an excellent customer experience across the site.</p> <p>Provide support to event operations by troubleshooting and resolving issues as they arise.</p>	
KEY INTERNAL RELATIONSHIPS	<p>Visitor Services Managers</p> <p>Visitor Services Assistants</p> <p>Event Managers</p>	
KEY DUTIES AND RESPONSIBILITIES	<ol style="list-style-type: none"> 1. Engage with Alexandra Park and Palace visitors and support a pool of Visitor Services Assistants in providing excellent customer service, working as part of an effective team. Tasks may include but are not limited to: <ul style="list-style-type: none"> - Supervise and cover welcome desk(s) and event info point. - Deliver staff briefings to a team of VSA staff on events e.g. live music, live sport and exhibitions. - Respond to and resolve escalated enquires - Ensure all public areas are kept safe, clean and tidy - Uphold standard operating procedures - Communicate Alexandra Palace's wider offer to guests 2. Supervise the VSA team with 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: <ul style="list-style-type: none"> - Wheelchair bookings - Access requests 	<p>40%</p> <p>30%</p> <p>10%</p>

	<ul style="list-style-type: none"> - Promoting the sale of Alexandra Palace branded merchandise - Producing event briefing documents for the Visitor Services team <p>4. Support the event Duty Managers in event operations</p> <p>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 and Ice Rink Reception</p>	<p>10%</p> <p>10%</p>
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PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
	<p>EDUCATION / QUALIFICATIONS / MEMBERSHIPS Educated to GCSE level or equivalent with grades A-C at English and Maths</p> <p>To be able to speak English to a level that enables you to complete your job effectively</p> <p>EXPERIENCE Experience dealing with customers face to face</p> <p>Experience of working in a box office and front of house environment.</p> <p>Experience of resolving escalated complaints</p> <p>Experience handling cash and card transactions ideally gained in a retail environment</p> <p>SKILLS / KNOWLEDGE Interest in live events i.e. Theatre productions, live music, live sport, exhibitions</p> <p>Customer focussed with strong resolution skills.</p> <p>Strong communication skills both written and verbal</p> <p>Calm under pressure</p>	<p>First Aid At Work</p> <p>Mental Health First Aid</p> <p>IOSH</p> <p>Experience of Supervising teams within an event/ operational capacity</p> <p>Office administration experience including responding to customer calls and emails.</p> <p>Awareness of Alexandra Park and Palace's events programme and operations</p> <p>Knowledge of health and safety processes and procedures</p> <p>Knowledge of Event Fire safety</p> <p>Knowledge of Supervising teams</p> <p>Understanding of social media and its uses including: facebook, Instagram, twitter and snapchat</p>

	<p>Good problem solving skills and a methodical approach</p> <p>Ability to prioritise and manage own time and direct others</p> <p>Friendly and approachable team player</p> <p>Ability to work a flexible shift pattern including some evenings, late nights, weekends and bank holidays depending on event operations</p>	
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DIMENSIONS

Financial responsibilities

Cash handling and reconciliation of cash floats and ticketing sales.

People management responsibilities

No direct reports but the post holder is required to supervise a team whilst on shift

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.

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.

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