

Team Leader

We are looking to recruit 1 to 2 Visitor Experience Team Leaders

In 2017, The Postal Museum opened a new heritage attraction in Central London, with two experiences in one. Alongside the story of British social and communications history, we offer a subterranean ride on the old Post Office Underground Railway – Mail Rail. This new museum and attraction enables us to showcase the extraordinary stories from five centuries of one of the country's most iconic services, grow our educational charity work and fundamentally change the way the organisation engages with its audiences. The Postal Museum has welcomed over 180,000 visitors in its first year and represents a significant addition to London's cultural landscape.

Based: Central London

Salary: £23,000

Contract: Full-time

Start date: March 2019

Responsible for: Supervising Driver/Operators and Hosts

Reports to: Visitor Experience Manager

Please note:

First Stage Assessment Days: afternoon of 13th of Feb 2019 and 14th of Feb 2019

Second Stage Interviews: Week commencing the 18th of February 2019

CANDIDATES MUST BE AVAILABLE TO ATTEND THESE DATES OR THEY CANNOT BE CONSIDERED

PURPOSE OF THE JOB

As a Team Leader you will fulfil an important role as a member of the Operations team working with the Visitor Experience Managers (VEMs) to deliver a world class visitor experience and to maximise visitor enjoyment by maintaining excellent customer service levels.

This will be a challenging and exciting period which will be a great opportunity for the right individuals.

Your role will be split between supervising the floors, being a host, and covering some of the driver/operator shifts. Whilst supervising the floor as a Duty Manager you will be expected to deliver high customer services standards and operational and emergency planning. You will support the development and delivery of the training of the Visitor Experience teams. You will also have a key part in enthusing the team to drive income generation and developing income streams with a commercial focus

Whilst being a host you will spend most of your time on your feet supporting the visitor experience. The daily tasks will vary, ranging from; ticketing (selling & checking), manning the shop, engaging with visitors, helping people onto the train, queue managing and looking after the family zone.

You will also be responsible for driving and operating the Mail Ride experience, driving the train through the tunnels, activating controls and triggering audio-visual sections throughout the Mail Rail experience.

You will need to have effective working relationships with other departments to ensure the museum's service standards and commercial targets are achieved.

JOB DESCRIPTION

Key Responsibilities and Duties

CUSTOMER SERVICE

- To welcome all visitors on their arrival and exit from the museum;
- To actively assist with way finding and proactively anticipate any other needs visitors may have
- To promote awareness of daily events, public programming and services on offer
- To endeavour to exceed our Visitor Experience Commitments which supports the performance management within the Visitor Experience team.
- To maintain the museum's standards of both personal and public presentation.
- To act as advocate for the museum during all contact with visitors on site and when attending off site work events.

DUTY MANAGEMENT

- Ensure the Museum is adequately staffed at all times through effective and efficient roster management.
- Lead the front of house team in the safe, secure and engaging operation of the site maintaining high standards at all times.
- Ensure operational excellence by maintaining policies, procedures and administration relevant to the department's purpose.

INCOME GENERATION

- To achieve financial targets for sales of donations, guidebooks & memberships
- To support colleagues in sales orientated teams such as the Commercial team
- To achieve sales targets by actively upselling any service The Postal Museum prioritizes, including but not limited to; tickets to the Family Zone, Gift Aid and retail items.

VISITOR ENGAGEMENT

- To inspire visitors with a passion for our collections, engaging them with the Museum's collections and displays throughout the visitor journey
- To use The Postal Museums collections and displays to engage and inspire visitors through learning and delivering talks, tours & object handling sessions.
- To aid the Access & Learning team with supporting the delivery of family friendly or access activities as appropriate

TRAIN DRIVING & PLATFORM MANAGEMENT

- To drive the train safely, including batching & un-batching of visitors.
- To make announcements to visitors as and when appropriate.
- To control the start and end of audiovisual interactives during the experience.
- To perform checks on the tracks & trains before and after running the experience.
- To be in charge of the control panel & signaling system.

HEALTH & SAFETY

- To demonstrate a duty of care for visitors by ensuring that public areas are safe and accessible at all times.
- To be effective in carrying out defined responsibilities for Health & Safety, including fire evacuation and first aid.
- To monitor, identify and promptly report any threats to the security of the museum's visitors and collections.

OTHER

- To provide operational support for events, school groups, projects and programs managed by museum colleagues.
- To demonstrate a "can do" flexible approach to undertake such other duties as agreed with the line manager, commensurate with the level and scope of the post that may be necessary from time to time.
- Any other ad hoc duties as required

NB This job description reflects the requirements of The Postal Museum as at October 2016. This job description should not be taken as an exhaustive description of the role, and is rather indicative of the types of responsibility covered by this job. The Museum reserves the rights to make reasonable changes as are necessary commensurate with the nature of the post held due to the fact the Museum is yet to be opened.

PERSON SPECIFICATION

TOP ESSENTIAL CRITERIA

If you cannot provide evidence that you fully meet these criteria, your application will not be put forward for further shortlisting against the other criteria listed in the Further Essential & Desirable sections.

- Proven experience of delivering excellent customer service in a customer-facing role in a similar/comparable environment.
- Proven experience of sales, cash handling, ticketing or upselling products or services
- Ability to communicate effectively and confidently both verbally and in writing, to colleagues and groups of the general public

FURTHER ESSENTIAL CRITERIA

- An ability to understand and engage with a diverse range of customers
- Willingness to follow procedures in order to uphold high standards with a professional standard of personal presentation
- A willingness to go the extra mile paired with a can-do attitude in order to exceed customer expectations
- Competent in Microsoft office software, and experience in Admissions and POS systems.
- Strong team working skills, supporting colleagues to reach shared goals
- Flexible, positive attitude and ability to work on own initiative, adaptive to change and determination to succeed.

DESIRABLE CRITERIA

- First Aid training
- Experience of working corporate and/or high profile events
- Conversant in other languages
- Experience of engaging with or delivering services for SEN groups
- Experience of working in a museum or visitor attraction
- Experience of driving or operating a train or ride

WORKING CONDITIONS

Hosts will be expected to work on average five out of seven days including weekends and early/late events per the needs of the business. Post holders will be expected to be flexible to the reactive needs of the Postal Museum and expect their shift allocations to vary. Working hours and days will be agreed in advance with the line manager and are subject to change as required.

Hosts are expected to wear a uniform at all times along with a name badge, radio & ear piece and security pass whenever on duty. The uniform will be provided by the Museum during the induction.

Hosts will be expected to work across all the sites, including in the shop, ticketing, Mail Rail, *Sorted! The Postal Play Space* as well as the galleries. The Hosts will also be expected to roam the space they work within without adopting a stationary position. It should be noted this can sometimes be for extended periods of time and seating is not provided whilst working on the galleries. In addition, working in Mail Rail will include working below ground level.

This post will include some manual handling, for which appropriate training will be given.

The post holder is expected to monitor and report on their work as directed by their line manager and adhere to set guidelines on handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

Responsibility for public safety is central to this role. Applicants should be willing to undergo an accredited training course for First Aid and other Health & Safety related skills if they are not currently qualified.

This position requires an enhanced DBS check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to placement, as any decision will be treated on its merits and individual circumstances subject to the museum's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the museum's staff and the Collection.

CLOSING DATE: Wednesday, 6th February, 2019, 12:00 am