

## Booking Support Assistant

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 will welcome over 180,000 visitors a year, along with a further 400,000 through our public events programme, digital and outreach offers. The Postal Museum represents a significant addition to London's cultural landscape.

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**Based:** Central London

**Salary:** £20,384

**Start date:** ASAP

**Hours:** 35 per week

**Responsible for:** N/A

**Reports to:** Ticketing and Insight Manager

**Contract:** Permanent

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### PURPOSE OF THE JOB

- To work within The Postal Museum's Visitor Experience Team.
  - To be the first point of contact for bookings at the Museum including the school's learning programmes, group bookings, travel trade bookings, birthday parties and visitor queries;
  - To provide the highest level of customer service through a variety of channels including, but not limited to, phone, email, letter, social media.
  - To support the Learning and Visitor Experience teams with general administrative support as necessary
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## **JOB DESCRIPTION**

### **Key Responsibilities and Duties**

- To act as the first point of contact for all incoming phone enquires, online enquiry forms, and emails to TPM
- To provide the highest level of service for all customers
- To maintain up to date knowledge of ticket types, products, promotions and events actively promoting and looking for opportunities to up sell through conversations.
- To respond to customers in the agreed time frame as outlined by the Ticketing and Insight Manager responding to queries and feedback.
- To pass feedback on to relevant departments working together to find resolutions
- To provide an efficient switchboard service to all callers; transferring callers to relevant people or departments
- To provide a high-quality booking service for general admission, groups, travel trade, school's learning programme and birthday parties
- To upsell products to customers as appropriate e.g. tours & guidebooks in order to meet service and financial KPIs
- To work efficiently and co-operatively with fellow departments to ensure a smooth and complete service provision
- To deliver a comprehensive bookings schedule to allow the Ticketing and Insight Manager to keep service partners informed and updated on a regular basis
- To communicate effectively with service partners in Visitor Experience, Learning, Marketing and Commercial teams
- To support the Bookings Co-Ordinator & the Learning team with school's administration including but not limited to; Processing feedback, updating online information, maintaining databases
- To support the Visitor Experience team with general administration including but not limited to; o Processing and responding to visitor feedback & complaints o Staff scheduling & booking
- To ensure data is captured and kept in accordance with data protection law and business policies
- To communicate with the Ticketing and Insight Manager, get to feed back any ideas, issues or opportunities.

Any other ad-hoc duties relating to Booking Support team, the ticketing system or communication.

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

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## **PERSON SPECIFICATION**

### **EXPERIENCE**

(Essential criteria)

- Experience of working in a busy administrative role supporting multi-disciplinary teams
- Experience of successfully delivering proactive customer service
- Experience of answering telephone enquiries and responding to customer needs

(Desirable criteria)

- Knowledge of the ticketing system RecreateX

### **SKILLS / KNOWLEDGE**

(Essential criteria)

- Excellent customer service skills and willingness to go the extra mile
- Strong communication skills; clear and confident both written and verbally
- Proficient IT skills, including Microsoft Office (Word, Excel, Outlook)
- Highly organised with administrative skills with a strong attention to detail

### **PERSON**

- A friendly and positive attitude with the ability to work on own initiative
  - Ability to stay calm under pressure
  - A team player who works well with others but is also happy to work independently
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## **WORKING CONDITIONS**

The Museum is a 7 day a week operation; flexibility to work weekends, during holiday periods and before/after public opening hours is therefore an essential requirement of this role. Booking Support Assistant will be expected to work on average five out of seven days including weekends and early/late events per the needs of the business. Working hours and days will be agreed in advance with the line manager and are subject to change as required.

This position will require a basic 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.