

Job Profile – Welcome Host

Location: Hampton Court Palace

Reports to: Welcome Team Leaders and Deputies

Responsible for: None

Purpose of this role:

To be part of a team of ticketing staff trained to deliver the highest possible levels of customer service and a royal welcome as all entry points including the ticket office, maze and Magic Garden, and to lead by example in the interpretation of all 5 star processes used in admissions. To maximise income by upselling membership, donations, gift aid and guidebooks.

Date:

What you will be doing in your role:

1. Ensure that the highest levels of customer care and service are met in all of the areas staffed by the Welcome Team and to actively seek ways to provide customers with an outstanding experience and excellent levels of service.
2. Ensure that all published ticketing and cash handling procedures are adhered to including the end of day procedures.
3. Actively sell admission tickets for the palaces and all events as well as strive to meet targets set for Membership, Gift Aid/donations and Guide Books.
4. Constantly review and revise all information given to the public.
5. Maintain and monitor stock levels in own area of work including tickets, stationery and literature and keep own area tidy and secure.
6. Ensure that you adhere to HRP's Uniform, Safeguarding, GDPR, Health & Safety and Security Policies & Regulations.
7. Assist and support the Welcome Team Leaders, Deputy Team Leader and Welcome Team colleagues, plus the Visitor Operations and Palace Operations Manager to provide a holistic visitor experience at Hampton Court Palace.
8. Manage visitor flow and queues at all areas of responsibility, keeping visitors up to date with estimated queue times.
9. Undertake any other relevant activities which fall under the general scope of this role as directed by your line manager or Visitor Operations Manager.

In addition to your main areas of responsibility, the core qualities and behaviours that are required from all our people for successful delivery of our Cause and Strategy are summarised below:

Memorable Experiences

Going above and beyond to create personalised experiences that inspire and provoke change

Simplify and Adapt

Cutting through complexity to find simple solutions and encourage agile ways of working

Money Matters

Generating the money to grow our impact and care for our palaces; creating a culture of getting better value and increasing our financial headroom

Fresh Thinking

Demonstrating the courage to push the boundaries, striving to stretch ourselves

In this Together

Working collaboratively across the organisation, investing time in building trusted relationships to create 'one team – one HRP'.

Inspire Success [Managers and Team Leaders only]

Enabling and supporting your staff to succeed

Other requirements

In addition to the above you are also required to have read and comply with the rules/standards contained in HRP's Code of Conduct, including Health and Safety requirements. The Code of Conduct can be found in your Staff Handbook.