

## Job Profile – Contact Centre Customer Service Advisor

Location: Hampton Court Palace (with some home working)

Reports to: Customer Service Team Leader

Responsible for: None

Purpose of this role:

To ensure the professional and smooth running of the HRP Contact Centre services by providing an efficient information and advisory service on enquiries and bookings for all HRP Sites.

Providing outstanding service to a variety of internal and external customers. Managing phone and written enquiries relating to visits, the organisation and bookings including for public events, guided tours, guide books and memberships across all palaces.

Date:

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What you will be doing in your role:

- To proactively, confidently and accurately sell tickets and manage booking enquiries for all HRP palaces and events. Ensuring an up to date knowledge of all ticket types, promotions and vouchers.
- Encourage customers to purchase memberships as well as the palaces books, and to promote the giving of donations and gift aid.
- Ensure that all customer information held by HRP is accurate and up to date in line with GDPR guidelines.
- Reconcile all sales at the end of each trading day in line with the Cash Handling Manual while ensuring bookings are processed through the appropriate system taking payment details, issuing confirmation and pre-visit paperwork as necessary.
- Producing events reports for internal stakeholders as required.



## **HISTORIC ROYAL PALACES**

- Liaising with relevant internal departments to report, test and reconcile systems errors. Finance team to reconcile web ticketing errors.
- Thorough knowledge of CRM software to support internal stakeholders in building a single view of customer query histories.
- Maintain knowledge of each of the palaces, along with their individual public programmes, membership and events, and carry out regular site visits in order to ensure information provided is up to date and accurate by keeping in regular contact with all the departments within HRP.
- To interact with customers in a professional way, take ownership of enquiries with the aim of meeting their needs efficiently and effectively and in line with the Performance Framework through all relevant channels.
- To understand customers' needs including a basic knowledge of current schools' curriculum, ensuring a comprehensive knowledge of site-specific programmes and opportunities.
- Liaise with key internal stakeholders to advise them of relevant bookings across all palaces and inform of any requirements, in accordance with company and individual contracts
- Supporting the customer services elements of special projects and events across the organisation.
- In order to fulfil the requirements of this role it will be necessary to provide weekend cover (working independently), travel to all sites and to be prepared to work evenings as and when required.
- To undertake any other reasonable tasks as requested by your manager.

In addition to your main areas of responsibility, the Performance Framework 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



## **HISTORIC ROYAL PALACES**

### **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.