

Job Profile – Tower Host (Welcome and Sales)

Location: Tower of London

Reports to: Tower Host Team Leader

Purpose of this role:

To be responsible for providing the highest level of customer service and create memorable experiences for all our visitors in order to generate the money to grow our impact and care for our palaces.

Date: Feb 2022

What you will be doing in your role:

- **Positions:** To work flexibly across the site. Primarily within admissions and retail sales points, ticket scanning, queue management and welcome. Where required covering appropriate posts.
- **Customer experience:** Deliver a seamless and distinctive customer experience across the site, but primarily within our admissions and retail sales locations. Ensure that the highest levels of customer service are met by responding quickly and flexibly to our visitor's needs.
- **Sales and profitability:** Support the delivery of on-site sales targets and KPIs, including admissions, retail sales and membership, promoting the value and need to think commercially for the benefit of the organisation to support the work we do in caring for our palaces.
- **Visual:** Ensure the admissions and retail sales locations are presented to the expected HRP standards for daily trading.
- **Team:** Work collaboratively as part of a united front of house team, supporting your colleagues across the site, embodying the 'One team. One HRP' ethos at all times. In addition, supporting your TL/ DTL by reporting any ideas/ initiatives or issues in a timely manner and being reactive and flexible to change.
- **Procedures:** Ensure that all published ticketing and cash handling procedures are adhered to including start of day and end of day procedures.
- **Policies:** Familiarise yourself with and adhere to HRP's Uniform, Health & Safety and Security Policies and Regulations. Ensure you have the confidence to put into practice any fire evacuation, security or health and safety procedures linked to your area of responsibility; for the care of the palace, staff and our visitors.
- **Performance:** Continuously look for ways to improve personal performance and be willing to embrace new ways of working. Engage our visitors with palace stories as appropriate.
- **Housekeeping:** Ensure all till points and equipment across the site remain clear and secure, proactively monitoring stock levels including tickets, stationery and literature, replacing and re-ordering with your line manager where necessary.
- **Feedback:** To promptly and courteously deal with queries and requests as well as welcoming feedback comments and complaints, responding to these as appropriate.
- **Safeguarding:** To ensure that all children/young people and vulnerable adults are safe and protected whilst onsite and to be fully aware of Safeguarding reporting procedures should an incident of concern be witnessed.

- **General:** Participate and represent the Tower Host (Welcome & Sales) team in cross palace projects and working groups as and when required. Supporting our internal and external suppliers and stakeholders in the effective and efficient delivery of their services to our visitors.
- **Rota:** To work on a rota basis that will include weekend and bank holiday working.
- Undertake any other relevant activities which fall under the general scope of this role as directed by your line manager, Visitor Services Manager or Retail Sales Manager, which may include working from other sites and supporting out of hours events and filming.

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

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'.

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.