**JOB DESCRIPTION**

**Job Title:** Visitor Experience Specialists

**Role:** Visitor Experience Specialists will ensure the smooth running of the day to day onsite visitor experience at the award winning Sherlock: The Official Live Game immersive/escape room attraction. Based in our venue in Shepherds Bush, the successful candidates will play a hands-on role carrying out all functions including, but not limited to hosting, monitoring, resetting, bar, basic maintenance, assisting with scheduling and customer service and any other duty assigned.

**Key Responsibilities:**

* Open and close venue for business including FOH and BOH set up checks.
* Host, monitor, reset, managing entrances, selling (tickets, merchandise, refreshments and add-ons); resolving customer service issues.
* Assist team with immediate experience fixes.
* Provide daily show reports, customer journey records and other reporting requirements.
* Provide cover for colleagues as and when necessary.
* Deputise for management as and when required.
* Oversee the general daily operations of the business, including supervising the team when required.

**PERSON SPECIFICATION**

Previous experience of working in a visitor attraction is not essential. The most important qualities you must demonstrate are confidence and experience in a public-facing role, and a passion for providing the best possible levels of service to all visitors.

**Essential skills, experience, and qualifications**

* Outstanding verbal communication skills
* Good standard of written English and good basic Maths.
* Experience of working in a face to face customer environment either in one or more of the following: a visitor attraction, retail, hospitality or customer service.
* Experience of delivering against performance targets.
* Good IT skills.
* Ability to remain calm, work under pressure and manage multiple tasks.
* Proven ability to handle demanding and difficult situations with the public in a calm and confident manner.
* Ability to multi task and prioritise without compromising on quality.
* Approachable with a positive and enthusiastic attitude.
* A flexible approach to meet the ad hoc demands of the job.
* Able to work on own initiative without immediate supervision from manager.

**Desirable:**

* First Aid trained.
* Fire Marshall trained.

**Salary:** £9.00-£10.50 per hour

**Hours of Work:** Part-time hours: 1-40 per week

**Other benefits:** Discount on The Official Sherlock Live Game and Bar

**Notice Period:** 2 weeks

**Probation Period:** 3 months