

JOB DESCRIPTION

Job Title: Actor/Host (Visitor Experience Specialist)

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, 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:	£10.50 per hour
Hours of Work:	Part-time hours: 20-30 off peak weeks, 30 plus peak weeks
Other benefits:	Discount on The Official Sherlock Live Game and Bar, Holiday Pay
Notice Period:	2 weeks
Probation Period:	3 months