

JOB DESCRIPTION

JOB DETAILS

Post Title:	Front of House (Events) Team Leader	Job Ref:	
Area:	Visitor Experience and Commercial Enterprises	Location:	Greenwich, London, SE10
Salary:	£15.54 per hour	Status:	Permanent
Hours:	Shifts will be variable and subject to operational requirements. Shifts will occur between 9am and 5pm, Tuesday to Sunday, including bank holidays.	Annual Leave:	25 days pro-rata, exclusive of bank holidays
Reports to:	Commercial Manager Visitor Experience Manager		
Staff Management:	None		
Relationships:	<ul style="list-style-type: none"> • Visitor Experience Manager • Commercial Events Programmer • Commercial Manager • Director of Public Engagement & Commercial • Box Office Manager • Commercial Events Officer • Visitor Experience Assistants • Volunteer team 		
Role Purpose:	<p>Main Purpose:</p> <p><i>To lead the team to deliver visitor experience services of the venue and event delivery to the highest possible standard.</i></p> <p><i>Delivering exceptional experiences as an extraordinary cultural destination is at the heart of everything we do at the Old Royal Naval College. The Visitor Experience Team is often the first contact people have with the Old Royal Naval College, and as such, the role is essential for ensuring a warm, engaging welcome, facilitating people to get the best possible experience in their visit, and ensuring we deliver our ambitious targets. This role will also work closely with our onsite catering partner to ensure the visitor offer is seamless.</i></p>		

	<i>As this role crosses many facets of the Old Royal Naval College, including retail, event operations, event sales, and visitor experience, it is highly varied and requires a high-level of initiative, self-motivation, and interpersonal skills.</i>
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RESPONSIBILITIES

1. Particular to this post:

Engaging with Visitors and Colleagues

- 1.1 Supervising the incoming and outgoing audience for each event or performance if the event is a theatre production.
- 1.2. Checking tickets, greeting audiences, managing queues, helping with buggy parking and assisting customers with access requirements.
- 1.3 Managing on-the-day queries about the event and access, baby changing, access etc.
- 1.4 Understanding of site health & safety regulation for the event in order to be able to manage audiences in the event of an incident or emergency.
- 1.5 Liaising with the Commercial Event Officer and Commercial Event Programmer during the onsite delivery.
- 1.6 Delivering proposal hires in the painted hall and feel-good Friday Yoga events.
- 1.7 Maintain a high level of personal appearance and adhere to the uniform policy of the organisation.
- 1.8 Take part in proactively welcoming all visitors to the Old Royal Naval College. Emphasis is on providing a warm and engaging welcome that provides information and guidance to enhance the visitor experience.
- 1.9 Actively drive the commercial activity of the ORNC by leading the team to sell tickets and retail products and empowering all staff to meet revenue targets and KPIs.
- 1.10 Actively encourage donations from visitors
- 1.11 Maintain an up-to-date knowledge of processes, events, offers, and retail products to support staff to answer queries regarding bookings, events, offers, and retail products.
- 1.12 Work with colleagues from other areas of the organisation to support the effective promotion and smooth running of events, school programmes, and other public activities.

2. Duty Management

- 2.1 Know what events and activities are due to take place on site and be the key person responsible for ensuring all events and activities run smoothly.

2.2 Ensure constant availability via events phone and radio, while maintaining contact details for the support network.

2.3 Be the designated safeguarding officer in the absence of other designated safeguarding officers.

2.4 Be the point of contact for emergencies, and manage emergency procedures, ensuring all instructions and procedures are followed.

2.5 Respond to incidents and provide leadership and decision-making appropriate to the situation.

2.6 Attend site briefing and provide information about events taking place on that day. Deliver briefings for VEA staff, volunteers and security officers.

3. General

3.1 To work co-operatively with ORNC personnel, including providing cover and acting as Event Manager as may be requested by the Events Team or other delegated personnel.

3.2 Fulfil the requirements of the ORNC's equal opportunities policy and procedures and implement good principles and practices within the context of the job, daily.

3.3 To undertake any other duties as appropriate that are commensurate with the post as may be determined from time to time by the Line Manager, or above.

3.4 It should be understood that this job description may change as the organisation develops following discussion and agreement with the post holder. The post holder will have full opportunity to discuss and be active in changes or developments.

5. Professional Responsibilities

5.1 To avoid any action or behaviour which may conflict in any way with the organisation's values or which may bring the ORNC into disrepute.

5.2 Observe good professionalism and treat stakeholders and colleagues with courtesy, respect and dignity, always.

5.3 To act in accordance with the organisation's current and future policies, procedures, guidelines and relevant codes of practice, which aim to ensure the highest possible standards of professionalism.

5.4 To develop and maintain the range of skills appropriate to the post and to keep up-to-date with good practice, publications and issues relating to your area of work or the organisation as a whole.

5.5 To maintain, sensitive and confidential information securely, in accordance with the Data Protection Act 2018.

- 5.6 To develop and maintain appropriate boundaries of confidentiality in relation to employees, volunteers, and any other person(s) that may be concerned with the organisation's business.
- 5.7 To participate as an employee of the organisation, by being available for staff and other meetings as required.

ALL EMPLOYEES

1. Leadership

- 1.1 Work with colleagues to strengthen the Foundation's capability, culture and resources so that we can collectively deliver our vision and mission with confidence.
- 1.2 Support collective leadership, knowledge sharing and relationship building across the Foundation.
- 1.3 Act in accordance with the Foundation's current and future policies, procedures, guidelines and relevant codes of practice, which aim to ensure the highest possible standards of professionalism. For example, Data Protection, Employment Law, Equality, Diversity and Inclusion, Safeguarding and Health and Safety.
- 1.4 Undertake any other duties as appropriate that are commensurate with the post as may be determined from time to time by the Line Manager, or above. It should be understood that this job description may change as the Foundation develops following discussion and agreement with the post holder. The post holder will have full opportunity to discuss and be active in changes or developments.

2. Values

- 2.1 Set an example for all colleagues by embodying and exemplifying our values in all your work:
Bold | Imaginative | Embracing | Resourceful.
- 2.2 Observe high levels of professionalism and treat stakeholders and colleagues with courtesy, respect, and dignity, always.
- 2.3 Work co-operatively with colleagues, including providing cover during absence as may be requested by your Line Manager or other colleague as delegated.
- 2.4 Actively participate as a team leader and an employee of the Foundation including being available for staff and other meetings as required.
- 2.5 Avoid any action or behaviour which may conflict in any way with the Foundation's values, or which may bring our organisation into disrepute.

3. Self-development

- 3.1 Ensure continuous self-development, both professionally and personally, through training, supervision and other appropriate means.
- 3.2 Develop and maintain the range of skills appropriate to the post and to keep up to date with good practice, publications and issues relating to your area of work or the Foundation as a whole.
- 3.3 Attend appropriate training (workshops, courses/conferences and other appropriate events), as agreed with your Line Manager or above.

4. Equal Opportunities

As an equal opportunities employer, The Greenwich Foundation is committed to the equality treatment of all current and prospective employees and does not condone discrimination

based on age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.



PERSON SPECIFICATION

Visitor Experience Assistant

The Royal Naval College (The Greenwich Foundation) is committed to making appointments on merit by fair and open processes; taking account of equality, diversity inclusion.

	Essential	Desirable
Experience, Skills and Knowledge		
Previous experience working in a customer service and cash handling position in a theatre, live entertainment venue or visitor-serving cultural organisation desirable.		✓
Previous experience working in an environment with families and young children with current DBS certification.	✓	
Ability to work effectively in small teams, quickly building positive working relationships.	✓	
Exceptional customer care skills.	✓	
Flexibility to work weekends and bank holidays	✓	
Excellent presentation, communication, listening and interpersonal skills.	✓	
An interest in theatre, tourism, history, architecture, art, or visitor experience is desirable.		✓
A working knowledge of a foreign language would be useful.		✓
Highly developed presentation skills.	✓	
Fully trained First Aider	✓	
Personal Qualities	✓	
To demonstrate commitment to the organisation's values.	✓	
Interest in the performing arts and live entertainment and committed to delivering a joyful experience for visitors to the ORNC's seasonal offer.	✓	
A commitment to professionalism.	✓	
A warm and welcoming manner, sunny personality and interact well with young children.	✓	
Is supportive and encouraging of other team members.	✓	
Is committed to achieving the goals of the department and of the ORNC.	✓	

Is approachable and ready to assist others.	✓	
Is proactive and gets things done in a positive manner.	✓	
A transparent way of working.	✓	
Highly motivated and proactive, with excellent interpersonal skills.	✓	
Excellent written and oral communication skills.	✓	
Able to maintain productive working relationships with external and internal contacts and providers.	✓	
Ability to work autonomously with limited support.	✓	
A logical thinker with strong problem solving skills.	✓	
Ability to reach decisions and judgments based upon balanced assessment of the technical, business and human factors involved.	✓	
Accurate with strong attention to detail.	✓	
Calm under pressure, flexible, friendly and helpful.	✓	
Discreet with an understanding of the need to maintain confidentiality.	✓	
Respect for equality of opportunity, diversity and inclusion with practical ideas for their implementation within the scope of the post.	✓	
Demonstrable experience and ability to work within a high performance environment and to deliver KPIs as defined.	✓	

The organisation values diversity and is committed to making appointments on merit by fair and open processes, in accordance with its equal opportunities policy.

Our Values

This is a truly exciting time to be part of the organisation – we are embarking on our most ambitious transformation to become an extraordinary cultural destination. We are doing this by exemplifying our values of **Bold | Embracing | Resourceful | Imaginative.**

BOLD	We're proud of what we have and confident to shout about it. We're adventurous with our offer and we lead our partners for everyone's benefit
EMBRACING	We're warm and approachable, welcoming diverse people and ideas, and creating a positive, nurturing environment
RESOURCEFUL	We're flexible in our approach, resilient and responsive to new opportunities
IMAGINATIVE	We make inventive use of our resources to realise our potential

With a dynamic new Chief Executive and a highly engaged Board, we are looking to attract a small number of passionate and talented people capable of driving our organisation to its aspiration. We are looking for people who want to deepen and strengthen their own already excellent skills, to join our talented and engaged team.

Supplementary Information

About the Old Royal Naval College (ORNC)

We are one of London's most popular visitor attractions at the heart of the Maritime Greenwich World Heritage site, welcoming 1.5 million visitors annually.

The Old Royal Naval College was established in 1997 as a charity to conserve the magnificent Baroque buildings and grounds for present and future generations and to provide opportunities for wide and diverse audiences to enjoy and share its significance.

The site is of recognised significance locally, nationally and internationally due to the nature of its architecture, above and below ground, and its position within the UNESCO Maritime Greenwich World Heritage Site. The site is an intrinsic part of the townscape for local people and operates as a significant tourist destination; 1.2 million people visit the site each year.

Our ambition is to become an extraordinary cultural destination which inspires local pride and world-wide acclaim – a place which creates rich and memorable cultural experiences. We inspire and engage the public in heritage and creativity. We conserve and protect the Old Royal Naval College for the nation.

Our strategic objectives are to create and encourage:

- **Exploration:** engage visitors via a site-wide historic, architectural and spiritual experience.
- **Spectacle:** inspire the public via a stimulating artistic programme.
- **Stewardship:** conserve the fabric of our buildings, grounds and archaeology.
- **Independence:** grow a cultural business which secures our sustainable future.

The Old Royal Naval College comprises a number of heritage attractions and conference / event venues, namely: The Painted Hall, The Chapel of St Peter & St Paul, Visitor Centre (Pepys Building), learning spaces including the Clore and the Mews schools room, Admiral's House, Skittle Alley & Ripley Tunnel, and Queen Mary Undercroft. The grounds and visitor routes including points of interest / photo opportunities.

What we do

We are a heritage attraction, a place of worship, learning space, retailer, concert venue, film set, picnic venue, entertainment space, conference venue, wedding venue, exhibition space, performance space, and we have a pub / bar / restaurant. Our offer covers the daytime and night-time economy. Our engagement programme ensures that visitors enjoy and have memorable experiences here and includes tours, talks, 'Late' events, recitals, concerts, family activities, debates, festivals and markets. We are a space for local people, students of the University of Greenwich and Trinity Laban, and tourists from the UK and worldwide. Everything we do is guided by our values bold, imaginative, embracing and resilient.

For a general overview of the work of the Old Royal Naval College (ORNC), please visit our website at: www.ornc.org