

## Customer Services Team Leader

Nottingham Castle Trust are keen to see applications from people of all backgrounds and communities and are committed to representing the diverse nature of the city. The Trust look forward to receiving applications from all suitable candidates and will conduct inclusive recruitment processes based on attitude, experience and qualifications. Nottingham Castle Trust are also committed to ensuring that no-one invited to interview should be excluded due to financial circumstances and will reimburse anyone attending interview (related costs must be supported by receipts) if required.

Interviews to be held week commencing 26 April 2021

Start date – May 2021

CV and covering letter to [recruitment@nottinghamcastletrust.org](mailto:recruitment@nottinghamcastletrust.org) by 23 April 2021

£19,000 per annum full-time

Reports to: Customer Services Supervisor

Direct Line Management: Customer Services Assistants, and occasional responsibility for trainees and volunteers.

### Purpose of Role

Nottingham Castle Visitor Centre is a combined retail and admissions space. The first and last stop in the delivery of a world class experience, welcoming visitors to the Castle and striving to make our shop a market leader in heritage retail. The role is responsible for supporting the Visitor Services Manager to deliver the effective day-to-day supervision of the Customer Services Team and operational activities, achieving KPI targets, maximising profitability and ensuring all staff are fully trained and motivated to deliver a consistently gold standard of customer service.

Key Responsibilities

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- Support the Visitor Services Supervisor in operational responsibility for the visitor experience across the Visitor Centre.
- Actively promote all activities and events through thorough knowledge of Nottingham Castle, the story it tells, the exhibitions, the facilities, and services and communicate these to the Customer Service team to deliver the standards and meet the targets expected of a world class visitor attraction.
- Deliver and inform on admission and retail targets, concentrating on KPIs.
- Using upselling, cross selling and innovative sales techniques to maximise income generation opportunities.
- Receiving, unpacking and replenishing stock in line with policies and procedures.
- Responsible for the presentation of the premises ensuring that high standards are maintained at all times and embedded within the team.

- Keeping to visual merchandise guidelines and adhering to housekeeping standards.
- Ensure a warm and friendly visitor welcome is delivered throughout, guaranteeing best first impressions, continued enjoyment, return and referral.
- Communication with colleagues and other departments at the Castle to ensure that visitor flow, expectations and management is cohesive and contributes the best possible visitor experience.
- Ensure appropriate financial and cash handling procedures and controls are always followed.
- Ensure compliance with statutory requirements and organisational policies and procedures for fire, security, Health and Safety, cash handling and Data Protection.
- The induction and training of staff and their continued development through the personal development process. Inspire, monitor and develop the performance of direct reports; hold regular reviews, give feedback and implement relevant training where appropriate. Ensuring appropriate levels of staffing are established and maintained.
- Deputise for the Customer Services Supervisor as required.
- Input into policies and procedures within remit of the Commercial & Customer Services function.
- Work collaboratively with volunteers, work experience, placement participants and other members of staff; working together as a team to achieve Nottingham Castle's vision.
- Monitor and develop own performance participate in regular reviews, receive feedback and undertake relevant training where appropriate.
- Any other duties as required.

### Accountabilities

- Supervise and provide support to the Customer Service team of staff and volunteers to achieve gold standard visitor welcome, care, safety, and sales.
- Provide training and lead by example on up selling and cross selling tour ticket sales, admissions, guidebook sales, etc.
- Act as an ambassador for the organisation by promoting donations, Gift Aid uptake, community engagement and volunteering.
- Maintain, and communicate KPIs and report for progress records – using analytics and effective communication to shape performance.
- Be aware of all NCT policies and procedures and ensure that these are adhered to by themselves and their team.

### Knowledge required

- Interest and knowledge on innovations within retail, visitor attraction and/or hospitality industry.
- A sound understanding of customer service principles, and experience of working in a team to deliver to a diverse audience.
- IT literate including and experience of EPOS systems.
- Confident with ticketing and inventory control software and cash handling.
- Understanding of the not-for-profit sector, preferably showcasing a knowledge and interest in the broader arts, museums, and heritage landscape.
- Ability, understanding and confidence to communicate effectively at all levels, both verbally and in writing.

## Experience

- Working in a busy, customer facing environment in a team leader or supervisory position.
- Creating staff rotas and ensuring staffing levels reflect the needs of the business.
- Demonstrable experience of supervising motivated teams of staff and/or volunteers.
- Track record of leading a team against a range of KPI's both financial and visitor satisfaction.
- Delivering training for product knowledge, team motivation and operational tasks

## Skills

- A sound understanding of customer service principles, and experience of working within a team to deliver gold standards to a diverse audience.
- Robust, positive and enthusiastic about working with the public.
- Excellent listening and communication skills, both verbal and written.
- Proactive, self-motivated and able to act on own initiative.
- Flexible and willing to work at peak times including weekends and bank holidays.
- An eye for detail, merchandising and creating displays in a retail environment would be desirable.
- Excellent listening and communication skills, both verbal and written.
- Enthusiasm for the Trust's aims and its independence, and an interest in the Trust's work
- A broad understanding of heritage, public engagement and/or customer-facing activities.
- Ability to represent an organisation clearly and compellingly to different audiences
- Integrity
- Ability to work effectively with colleagues and support a working environment which attracts and retains talent