**JOB DESCRIPTION –**

**DUTY MANAGER (GUEST EXPERIENCE)**

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| PURPOSE OF THE JOB |
| Ensure the highest standards to provide all visitors to the attraction, with an exemplary experience throughout the Tour with particular emphasis on the guest experience and safety. Perform the day to day leadership of the site and facilitate a high quality guest experience |

**Regardless of the task in hand, together at Continuum we will have fun and make money – in that order!**

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| **KEY ACCOUNTABILITIES** |
| * Manage the team and provide team members with clear objectives and goals and individual performance targets. Support all team members with regular and constructive feedback on results.
* Recruit, retain and develop the best people that allow you to maximise the productivity and profitability of the guest experience.
* Undertake attraction Duty Management as required.
* Support and cover for your colleagues within the Duty Management team ensuring that tasks under their remit are managed during their absence
* Assist in the planning, operation and hosting of private events and evening hire, working closely with the marketing team to deliver exceptional service.
* Manage team files in accordance with all data protection regulations.
* In conjunction with the General Manager ensure a continuous review and assessment of tour guides in relation to script deliver, content management and guest interaction.
* Attend, as required, all corporate bookings with particular emphasis on quality of service and punctuality.
* Develop and maintain the attractions exhibition space.
* Produce reports as required to include but not limited to Health & Safety, weekly finance and performance, accident stats, customer satisfaction levels.
* Provide regular guide cover to support the experience.
* Ensure the training needs of the team relating to tour guiding and guest experience are met.
* Review and amend the script when necessary to suit changes in research or seasonal events.
* Maintain high levels of guest service and oversee continual improvement of services for guests.
* Liaise with guests and team to maintain high standards and respond to guest feedback effectively. Ensure all guest complaints are dealt with efficiently and effectively.
* Ensure a high level of presentation, personal hygiene and that uniform guidelines are adhered to at all times.
* Manage the Team member Absence procedure by thorough record keeping and ensuring all back to work interviews are conducted and any issues highlighted to the General Manager.
* Develop and deliver a wide ranging public events programme with the support from the marketing team that engages, entertains and adds value to the guest experience.
* Develop and deliver innovative promotional tools designed to maximise footfall and revenue in conjunction with the marketing team.
* Responsible for the safe operation of the facility providing first hand control of situations as they arise.
* Encourage a professional interest in health and safety in all team members.
* Actively encourage feedback from customers and implement any appropriate changes to improve the level of service offered.
* Ensure all Continuum polices are adhered to.
* Maintain the confidentiality of Continuum and its internal communications, records and commercially sensitive information.
* Contribute towards meetings and future development of the attraction.
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**This job description is not exhaustive and other duties or tasks may be required as specified from time to time in accordance with the job role**

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| ATTRACTION/OFFICE SPECIFIC REQUIREMENTS |
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