



LINEN MILL
STUDIOS®

Job Title:	Visitor Service Assistant	Position Type	Full time, part time and casual hours
<p>Job Description Responsible to: Head of Visitor Services Responsible for: Providing world-class customer service to all of our guests. Responsible for the call handling to the Visitor Enquiries line, processing bookings via phone and in person, and providing support to customers who have booked via our website. Greeting and directing guests boarding Boulevard Shuttle buses and ensuring smooth and timely delivery of this service.</p>			
<p>In collaboration with Warner Media, Linen Mill Studios have developed the world’s only licensed Game of Thrones Studio Tour at their Banbridge studios where a significant proportion of the globally renowned series was filmed.</p> <p>Through a superlative interactive experience, this brand new ‘world class’ attraction will immerse guests in the fantasy and intrigue surrounding the series. An unparalleled presentation of original sets, costumes, and artefacts, together with insights into the skills applied in creating Game of Thrones, will deliver an exceptional experience and understanding of the quality of production in what remains one of the most watched TV series of all.</p> <p>Our team will play a pivotal role in ensuring that Game of Thrones Studio Tour is internationally recognised as a must-see attraction, by placing the guest experience foremost in their actions and by making an important contribution to our mission, vision, and values.</p> <p>This is an outstanding opportunity to join a committed and enthusiastic team with responsibility for delivering a project that celebrates and protects the artistic heritage of this landmark series.</p> <p>We welcome people who are professional, will join us in working flexibly, being cheerful and ensuring our guests are enchanted by the Tour and safe within its environment.</p> <hr/> <p>ROLE SUMMARY: Providing world-class customer service to all of our guests. Responsible for the call handling to the Visitor Enquiries line, processing bookings via phone and in person, and providing support to customers who have booked via our website. Greeting and directing guests boarding Boulevard Shuttle buses and ensuring smooth and timely delivery of this service.</p>			

This important role provides a key support to the Head of Visitor Services in achieving the vision and corporate objectives for the organisation.

ACCOUNTABILITIES:

FUNCTIONAL

- To be responsible for handling calls to the Visitor Services Enquiry line.
- To be responsible for completing telephone bookings for tickets.
- To be responsible for the processing of all ticketing email enquiries.
- To be responsible for the processing of group bookings and associated invoicing.
- To be responsible for the managing and answering of emails to the Visitor Services Department.
- Providing information regarding the tour, including but not limited to, transportation, tour content, accessibility.
- Greeting and directing guests boarding Boulevard Shuttle buses and ensuring smooth and timely delivery of this service.
- To deal with all enquiries in a polite, professional, courteous, and sensitive manner.
- Provide advice and information to our guests at our Visitor Services desks, located at the Boulevard Shuttle departure point and at the Studio Tour.
- To work closely with the Visitor Services Team Leader to ensure a World-Class experience for all our guests.
- Adhere to the financial accounting procedures for the Visitor Services Department.
- Work alongside the Ticketing Systems Co-Ordinator to maximise the potential of the computerised ticketing system and report any issues with the website in a timely manner.
- To establish good working relationships with all departments.
- Contribute to the induction of new team members.
- Providing information and support in relation to customers' enquiries and complaints.

Based on business need the following tasks may be assigned:

- Assist the Visitor Services Team Leader as required.
- To assist the Visitor Experience Team as required.
- To assist in the Merchandise Shop as required.

ADMINISTRATION

- Maintain accurate records pertaining to ticket bookings and financial information.
- Adhere to GDPR legislation at all times.

POLICIES AND PROCEDURES

- Comply with Health & Safety legislation.
- Adhere to organisational policies and procedures to protect people and the reputation of Game of Thrones Studio Tour.
- Understand and uphold Game of Thrones Studio Tour Code of Ethics

PERSONAL RESPONSIBILITIES

- Be familiar with Game of Thrones story, Family Houses and characters, the features of the Tour and the merchandise available.
- Work flexibly as part of a team and support colleagues across all Departments.
- Protect the reputation of Game of Thrones Studio Tour.

OTHER

- Carry out any other related duties that may reasonably be expected from time to time.
- You will be required to work across two sites, the Boulevard Shuttle departure point and The Studio Tour.
- You will be required to work on weekends, bank holidays and public holidays on a regular basis, depending on your shift allocation. Your normal hours of work will be between 8am and 10pm, again dependent on your shift allocation. Attendance at Game of Thrones Studio Tour outside of these hours will be notified at least 7 days in advance.

Essential skills and experience

Applicants should have;

- A minimum of 5 GCSE's or equivalent (Grades A-C including English & Maths) or at least 2 years of working in a customer facing role
- Recent experience in a busy customer service environment.
- 1 years customer service call handling experience.
- Proficient in the use of IT solutions, such as Microsoft Word, Outlook, Teams, Zoom.
- Fluent in the English language.
- Excellent time keeping skills.
- Flexibility of approach to working environment needs.
- Excellent team working skills.

Desirable skills and experience

- Experience working with a computerised ticketing systems in a Visitor Attraction.
- Demonstrable experience working with a variety of external partners.
- Knowledge of and interest in Game of Thrones Story.

Primary Liaison:	Direct Reports: Visitor Services Team Leader, Head of Visitor Services.		
Reviewed By:		Date:	September 23, 2021