

Visitor Services Assistant Job Description

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.

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.

Our team plays 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.

This is an outstanding opportunity to join a committed and enthusiastic team with responsibility for delivering an experience that celebrates and protects the artistic heritage of this landmark series.

Job Role: Visitor Services Assistant – Permanent Part Time (Weekends)

Reports to: Ticketing & Visitor Services Manager

Responsible for: Responsible for call handling, 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.

ROLE SUMMARY

- 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.
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- Provide advice and information to our guests at our Visitor Services desks, located at the Boulevard Shuttle departure point and at the Studio Tour.
- Provide a world class service and experience for all our guests.
- Adhere to the financial accounting procedures for the Visitor Services Department.
- Work alongside the Ticketing and Visitor Services Manager 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:

- To assist the Visitor Experience & Retail Team as required.
- Carry out any other related duties that may reasonably be expected from time to time.

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.

OTHER

- 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
- Attendance at Game of Thrones Studio Tour outside of these hours will be notified at least 7 days in advance

Essential skills and experience:

- 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 year's customer service call handing 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.

The closing date is 30 September 2022 at 5pm.

Role Specification – Visitor Services Assistant

CRITERIA	ESSENTIAL	DESIRABLE	ASSESSED
Experience	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		Via CV and interview
Experience	Recent experience in a busy customer service environment.		Via CV and interview
Experience	1 year's customer service call handling experience.		Via CV and interview
Experience	Proficient in the use of IT solutions, such as Microsoft Word, Outlook, Teams, Zoom.		Via CV and interview
Desirable		Experience working with a computerised ticketing systems in a Visitor Attraction.	Via CV
Desirable		Demonstrable experience working with a variety of external partners.	Via CV
Desirable		Knowledge of and interest in Game of Thrones Story.	Via CV

Linen Mill Studios Values and Behaviours

Team members of Linen Mill Studios are required to promote and support its mission and values:

Our Core Values: Diversity, Positivity, Teamwork and Creativity. Team members are expected to:

1. To embed diversity, you are expected to respect and appreciate each other and be inclusive.
2. Be self-motivated, passion and positive contributing to the culture of the environment.
3. Demonstrate strong teamwork with fellow colleagues.
4. We will promote innovation and embrace change.