



## **Job Description**

### **Visitor Experience - Welcome Team Member**

**Contract Type:** Zero Hours – Casual

**Hours:** Variable – with a particular focus on requirement to be available on Bank Holidays, weekends and evenings.

**Salary:** £8.72 per hour - 18 years and over

**Reporting to:** Duty Manager / Department Manager or Team Leader

The Visitor Experience Welcome Team encompasses ticketing, retail, commercial experiences, corporate hospitality and meetings and some elements of the Front of House side of the Exhibition.

### **Background**

**Silverstone has been synonymous with motor racing since the mid-20th century. It is now one of the most famous sporting venues in the world. However, Silverstone has a much wider story to tell and its place in history was established well before the circuit was even constructed. The Silverstone Experience tells the 'whole' Silverstone story – one that can only be experienced by visiting the site itself and interacting with the multi-layered stories that are woven into the fabric of the modern racing circuit.**

**Through the creation of The Silverstone Experience as a centre of focus and understanding, with extensive exhibition spaces, a Collections and Research Centre, Learning Studio and the introduction of a series of site tours, programmes and commercial activities, the heritage of Silverstone can reach a far wider audience than before and ultimately cement its position as the centre for British motor sport heritage.**

The project opened in October 2019 and is aiming to ultimately attract half a million visitors a year.

The project vision is to bring the extensive heritage of Silverstone and British motor racing to life through the creation of a dynamic, interactive and educational visitor experience.

### **Job Purpose**

Our Welcome Team are the face of The Silverstone Experience. The team is responsible for ensuring that all our visitors enjoy exceptional customer service from enthusiastic, helpful, knowledgeable and professional Silverstone Experience Welcome Team members.

The post holder will be expected to strive to exceed the world class Customer Service Standards that underpin performance management within the organisation. Welcome Team Members are employed to work across a range of positions focusing on the welcome, assistance and direction of visitors inside and outside the Silverstone Experience.

**Duties include:**

Creating a positive and warm welcome for all visitors

Actively listening to the needs of visitors and engaging with them to enhance their enjoyment, appreciation and understanding of The Silverstone Experience

Taking pride in the appearance of The Silverstone Experience, seeing everything through the eyes of our visitors and questioning anything that would not meet the visitor's expectations

Ensuring that all visitor areas are clean and well presented at all times, reporting faults or H&S/Security concerns to the Duty Manager or line manager

Responding quickly and efficiently to all security issues and emergency and evacuation procedures by clearing and securing areas when necessary and ensuring the safety of visitors at all times

Actively following all SHL policies with a particular focus on ensuring that Health and Safety is at the forefront of all we do

Undertake any other duties as may be reasonably requested by your line manager

**Operational Elements**

**Welcome Desk**

Greeting visitors on arrival and directing them according to their needs

Operating the Point of Sale ticketing system at The Welcome Desk or other relevant location including TSE Call Centre – checking in visitors, managing phone calls, emails and social media messages, selling tickets and other products

Monitoring queue lengths at the entrance, ticket desk, cafe redirecting people where necessary

Checking tickets, asking those in the queue to ensure they have their tickets ready, talking to those in the queue to ensure they are kept informed and happy, and generally using your initiative to reduce queues wherever possible

Where applicable encouraging visitors to upgrade their tickets to an Annual Pass by opting for Gift Aid

Where applicable supporting the commercial objectives of TSE by offering visitors Souvenir Guidebooks, Circuit Tours, Commercial Experiences or other retail products – selling is service

Maintain accurate records relating to lost property, and act as contact point for customers and staff looking for their lost items

Checking visitors into the Starting Grid/End Show according to their timed ticket, preparing them for admission and controlling the start of the show following the Standard Operating Procedure

Controlling the exit to the Heritage Track Trail and ensuring that visitors are given an appropriate safety briefing

Working alongside and assisting Volunteers as they deliver front of house activities

Assisting in the delivery of tours, group visits, educational and corporate events including meetings and conferences

Collect visitor data on behalf of TSE in line with GDPR as required

### **Retail and Commercial Operations**

Selling retail products using the retail EPOS systems, including the Commercial Photography offer, and other products/services to visitors

Assisting visitors with any queries relating to retail products, general enquiries or any further information they may require

Merchandising, display, care, cleaning and rotation of stock – including manual handling

Operating a till with due regard to correctly following cash handling procedures and profit protection

Handling cash and other forms of payment including EFTPOS, credit card and foreign currency

Controlling stock, picking, moving stock from the store room to the retail shop and vice versa

Preparing draft stock re-orders and customer orders as appropriate

Maintaining the clean and well-presented appearance of all work areas, storage areas, till points and public areas of the retail operation

Assisting in the preparation of promotions and displays

Actively participate in the running of the shop and its environment

Assist in the delivery of group visits, educational and corporate events

### **Practical Requirements**

This role requires the post holder to work on a rota, which may include regular weekends, occasional evenings and Bank Holidays

This role may require the post holder to on occasion work early mornings and late nights and includes outdoor working, across all seasons

Attend daily briefing sessions on time and ready to start

Attend training sessions as required

Ensure own punctuality, attendance and personal appearance meets the required standard, including wearing uniform as provided by TSE

Be flexible and adaptable in the undertaking of any other related duties



To apply please send a covering letter with your CV to [recruitment@silverstone-experience.co.uk](mailto:recruitment@silverstone-experience.co.uk)

An online Selection Centre will be held on Monday 30 November at 6pm. If successful in their application candidates will be invited to attend the Selection Centre which will last for 90 minutes and will be held via Zoom. The Selection Centre will consist of an information briefing about The Silverstone Experience as well as two group activities and a Q&A session where candidates can ask anything they want to know about the roles.

We are looking to inform the successful candidate/s from Tuesday 1 December. Induction Days are scheduled from Wednesday 2 December – details will be confirmed to successful applicants.

#### Other information

Please note that this is a zero hours role – and hours may vary weekly according to business need.

Hours: Zero hours

Pay rate: £8.72 – with increase to National Minimum Wage each year

Holiday: For a zero hours role the holiday entitlement (25 days per calendar year) cannot be taken as holiday - but is calculated on a pro-rata basis and paid annually

Benefits: Discount in the TSE shop and café, complimentary access to TSE for friends and family (twice a year)