



## Waddesdon Manor Job Description

<b>Job Title:</b> Box Office Sales Co-ordinator <b>Managed by:</b> Visitor Services Manager	
<b>Departments</b>  Visitor Operations	<b>Location</b>  Waddesdon Manor, Aylesbury, Bucks HP18 OJH

### Overall Purpose:

Waddesdon Manor is a historic house open to the public. Created by Baron Ferdinand de Rothschild from 1874, it is home to the Rothschild Collection and was bequeathed to the National Trust in 1957. Today it is managed by a Rothschild charitable trust, The Rothschild Foundation. Waddesdon is one of the most visited National Trust properties in the country, welcoming over 470,000 visitors in 2018.

Working as part of a small team, you will be responsible for taking bookings for various elements of the property. You will provide the highest standard of customer care to visitors, responding to a high volume of customers' calls, enquiries, bookings and emails on a daily basis. You will liaise with operational staff as appropriate to ensure the best possible customer experience.

### Responsibilities:

- Great Customer Service
  - Respond to a high volume of calls and emails and will provide a consistent point of contact for queries/correspondence as required, ensuring a high level of customer service
  - Regularly test and check the Waddesdon websites and online ticketing system, reporting any errors in a timely fashion
  - Act as the primary point of contact for the organisation, fielding comments, enquiries, compliments and complaints; collating and recording appropriate responses
- Developing Business
  - Harness ideas from customer feedback and assist in data analysis



- Work closely with other colleagues from Visitor Operations, Marketing, Travel Trade and Tourism, Collections and Education to develop and sell new experiences
- Be responsible for overseeing the booking of general admissions, group visits, and events
- Making sure that visitors fully understand the offers available and liaising with operations staff to ensure customer requirements are clear in order to deliver the best possible experience
- Be responsible for achieving stretching targets, working closely with colleagues from Marketing and Travel Trade & Tourism
- Excellent product recruitment knowledge, and promote the benefits of Gift Aid
- Maximise sales and income generation onsite for the benefit of our conservation cause; such that the profit from admissions, and events can be reinvested into the property
- Responsible for the completion of weekly sales updates
- Responsible for managing and maintaining accurate and efficient records and business systems in compliance with procedures
- Ensuring that the systems are accurately reflecting our current offer, and flagging any issues with the Visitor Services Manager
- Great Teamwork
  - Help to create a great place for staff and volunteers to work
  - Be an excellent team player, working alongside and supporting colleagues
  - Work flexibly to support colleagues to achieve our objectives of providing best in class visitor experience and great financial results
- Working Safely and Securely
  - Ensure that you comply with procedures to minimise risk to the public, staff and contractors
  - Identify and manage risks including cash and card handling processes, ensuring compliance with relevant legislation and procedures
  - Ensure that you comply with regulations to protect the personal data of visitors, staff and contractors
- Other Duties & Responsibilities
  - Act as a First aider for Waddesdon staff, volunteers and visitors
  - Act as a Fire Marshal
  - To carry out any other reasonable task on request

#### Knowledge, skills and experience needed:

- Practical experience in sales or marketing, ideally in a tourist, heritage, or relevant visitor services environment, supported by appropriate qualifications (or equivalent level of vocational experience)
- Experience of promoting products/services to targeted markets and the ability to identify recruitment opportunities



WADDES DON

- Experience of selling to in both B2B and B2C environments
- Record of setting and delivering performance targets
- Advanced IT skills, with experience of using bookings systems (prior experience of administering booking systems an advantage)
- Ability to work with varying pressures, difficult situations and complaints
- Good financial acumen to maximise income and control costs
- Application of data analysis and numeracy
- Excellent people skills enabling strong relationships both internally and externally, to be built and maintained
- Flexible customer focussed approach with experience in delivering high standards of customer service
- Strong written and verbal communication skills
- Results focussed and proven self-motivator
- Able to work on own initiative without immediate assistance from manager

#### Terms & Conditions:

**Working Hours:** At least 37.5 hours per week – working 10 days in fourteen, including regular weekends and some Bank Holidays (final pattern to be agreed with post holders). Occasional evening working may be required (time owed to be taken in lieu)

**Salary:** £22,500 per annum

**Holiday:** 33 days per annum, increasing to 36 days after three years' service, 37 days after five years' service and 39 days after ten years' service. Your holiday will be based on the hours you work and includes public holidays

**Benefits:** National Trust Staff Card which entitles free entry at all NT properties and a discount in their shops  
Matched company pension scheme up to 10% of salary  
Free parking

Closing date for application will be midnight on the 26th March.

Interviews to be held on Friday 5<sup>th</sup> April.

To apply please send your CV and covering letter to [application@waddesdon.org.uk](mailto:application@waddesdon.org.uk)