

## Deputy Commercial Manager

### About the Role

You will work with the Commercial Operations Manager to oversee the day-to-day commercial visitor operations, leading a culture of exceptional customer service. You will seek to maximise retail sales and achieve stretching financial targets. You will identify and deliver new commercially viable opportunities to drive income and footfall. You will provide clear leadership and direction to the Visitor Engagement team. You will effectively undertake the Day Manager role on a shared shift pattern.

### Key Skills:

- Exceptional communication and customer service skills
- Strong leadership skills to lead, guide and motivate the diverse permanent and seasonal commercial visitor operations team
- Excellent organisation skills to balance and prioritise workloads for yourself and the team
- Strong relationship management and influencing skills
- Excellent monitoring, evaluation, and analytical skills
- A passion for exceeding visitor expectations, willingness to go beyond core duties to ensure an excellent experience and achieve this culture in others

### Experience:

- Experience in commercial operations within the visitor attraction sector
- Experience in supervising others
- Experience in stock management
- Experience in commercial activities and event planning and management including parties, camping, pop-up shops, licensed premises
- Experience in administration of tickets, booking systems and point of sale

### Desirable Experience:

- Experience in supporting the promotion of events and commercial activities through digital marketing including social media, publications, and site interpretation
- Experience in Health and Safety regulations and completing safety and security checks

**Job Types:** Full-time, permanent

**Part-time hours:** 37.5 hours

**Salary:** £27,500 per year

### Benefits:

- Company pension
- Free on-site parking
- Day shift

### Ability to commute/relocate:

Peterborough, Cambridgeshire: reliably commute or plan to relocate before starting work (required)

**Application question(s):**

Please provide a CV with covering letter detailing why you believe you are suitable for the role.

Peterborough

**Work Location:** In person

**Application deadline:** 03/05/2024

**Expected start date:** 10/06/2024