

Commercial & Visitor Experience Officer

In this role, you will help plan and deliver new commercial offers, events, partnerships and visitor experiences across the site, so that they consistently exceed our visitors' expectations and are commercially successful.

You will be an integral part of the visitor experience team, assisting with events, commercial bookings, reception, retail and daily programming. You may supervise a small team of seasonal staff and work effectively alongside colleagues in other departments.

DEVELOPING THE BUSINESS

You will help to identify and deliver new opportunities to drive income generation, harnessing ideas from the team, customer feedback and partner organizations. You will work with the Commercial Operations Manager to contribute to and deliver the business plan.

Skills and Attributes:

- Excellent customer service in a public-facing environment
- An effective team player who can demonstrate initiative and support others in a busy environment.
- Good financial awareness to maintain income and cost controls
- Knowledge of corporate events, or other commercially driven activities including selling skills and product knowledge
- Experience of planning and delivering experiences
- Exposure to business development or innovation
- Excellent people skills enabling good working relationships with colleagues and a variety of visitors.
- Strong analysis and numerical skills
- Knowledge of health and safety requirements.

The Commercial and Visitor Officer will have:

- Excellent organization and communication skills
- A good standard of English and good proof-reading skills
- Experience in customer service in a commercial industry

They will need to be:

- A confident, flexible team player with a proactive and enthusiastic attitude
- Customer-focused, able to multi-task, prioritise and maintain confidentiality
- A self-starter able to work on their own initiative
- Competent and hard-working
- Able to maintain effective relationships with customers and suppliers

Due to the nature of the business, weekend, evening and Bank Holiday will be required.

Job Types: Full-time, permanent

Part-time hours: 37.5 hours

Salary: £23,000-£24,150

Benefits:

- Company pension
- Free on-site parking