



Job Title: Guest Services Supervisor

Location: Tynemouth Aquarium

Contract Type: Salary/Permanent

Salary: £19,000 per annum

Duties/ Responsibilities

Join the team at the our award winning Tynemouth aquarium, located on the North East coast home to an array of animals in over 40 naturally themed exhibits from around the world from the British coast, the Mediterranean, coral reef and the tropical rainforest.

Reporting to the Operations Manager you will be a real team player with good communication skills. Excellent customer service skills with a positive, engaging 'can do' attitude to create memorable guest experiences and have a smile for everyone.

You will play an important hand's on role in this small team managing the daily operations of the Retail and Front of House departments. You will lead by example and motivate the team members to ensure high standards at all times.

You will manage by an active presence in the commercial departments, including serving visitors at the ticket desk and retail points, merchandising retail stock, creating innovative displays and promoting upselling opportunities whilst positively influencing the customer experience . You will also oversee the Membership Programme including sales and events.

The role includes cashier duties and playing an active role within the Management Team, carrying out Duty Manager Duties when required.

This is a permanent role starting March 2020.

About You

You will have a positive can do attitude and thrive in a customer focused environment. You need to adapt to a variety of situations and be able to respond to customers' needs while promoting all aspects of our aquarium.

This is a varied and very hand on role and the successful candidate should not be afraid to roll their sleeves up and get stuck in whether serving our visitors at the reception desk, organising school groups and birthday parties to assisting the Catering Team in our brand new Restaurant Bay & Laurel.

This is permanent full time position; 40 hours per week (5 days out of 7). Flexibility is required to meet the needs of the business and shifts will include evenings, weekends and bank holidays.

With at least 2 years proven track record in a customer facing role you will have experience managing a team; including recruitment and on the job training which will help to shape, develop and motivate your team and in turn maximise the guest experience and business sales opportunities. The successful candidate should also have the ability to develop themselves and their team within this role. You will have excellent communication and organisational skills, enjoy challenging situations and able to create a positive and innovative working atmosphere.

Apply today.

Key Skills

Required

- At least 2 years' experience in a customer facing role
- Great customer service skills and a positive attitude
- Computer skills including Microsoft Office and EPOS systems
- Confident telephone manner
- Detail orientated, strong organisational skills with the ability to handle different priorities across multiple areas
- Strong team leading experience, experience of staff recruitment and training.
- Proven warm and sincere verbal communication skills

Desirable

- Previous experience using a bookings system
- Cash handling experience and cashier duties

Why work for us

Aspro Parks is a multinational company which operates more than 60 leisure attractions in Europe. Here in the UK Aspro owns Blue Planet Aquarium, Deep Sea World, Bristol Aquarium, Blue Reef Aquarium Newquay, Blue Reef Aquarium Hastings, Blue Reef Aquarium Portsmouth, Tynemouth Aquarium, Hastings Castle, Smugglers Adventure and Oakwood Theme Park.

Our business depends on our visitors enjoying their experience, whether that's leaving our aquariums inspired to caring more about the environment, to thrill seekers riding Drenched, one of the tallest, steepest and wettest water rides in Europe! It takes a very diverse and richly talented team to keep the show on the road and we work hard in getting these individuals on board!

Here at Aspro, we make sure our employees are well taken care of. We recognise that their hard work and dedication are the driving force behind our success. Our work environment is built on mutual respect and professionalism. We have a team of highly knowledgeable individuals with the experience and technical expertise to ensure we are the best at what we do!

We're looking for individuals who want to join the Aspro team and live our values of:

- Customer Service
- Honesty
- Respect
- Focus on Results
- Teamwork
- Personal development

We are also here to sell fun and this is what makes us so unique. Each day we look at working in a fun and friendly environment. So, if you have a passion to work in the leisure industry, can offer outstanding customer service to all our visitors and you aren't afraid of hard work, then we may just have the job for you!

How to Apply

If interested, please send your CV & covering letter to: Kim Jones, Aspro UK Group HR Manager, at: recruitment@asprouk.com. Your cover letter should highlight why you would be able to fulfil this key role within the organisation and clearly demonstrate how you meet our requirements.

Equally you can apply on our Indeed platform by searching for Aspro UK.

We do recognize the time and effort it takes to apply for a position, however as an employer of choice we receive a high volume of applications and in the interests of economy, Aspro UK does not notify candidates who have been unsuccessful in their application; consequently if you have not heard from us within 4 weeks of the closing date, please assume that you have not been successful on this occasion.

Equal Opportunities

Aspro UK are an equal opportunity employer. All applicants will be considered for employment without attention to race, colour, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.