

Head of Guest Experience

Reporting to the Chief Operating Officer, you will be responsible for leading all front of house aspects of our Guest Experience at this world-class attraction.

You will be an inspiring leader with a passion for delivering outstanding customer service. You will be responsible for overseeing our front of house customer facing operation and for selecting, developing, shaping and training a high-performing team.

You will manage our photography partners., liaise with our catering partners and support events.

The successful candidate will also be one of our site Duty Managers, who take responsibility for managing the whole operation on a day to day basis. This is not a 9 to 5 job and will involve evening and weekend working in a fabulous environment on Brighton seafront.

Your skills, experience and personal qualities that we are looking for:

- You will have at least 3 to 5 years' relevant general management / operational management experience, leading operational teams, including recruitment and development, within a visitor attraction or other customer facing business.
- You will have proven leadership skills including excellent communication, relationship management and interpersonal skills. You will have a proven track record of developing, motivating and inspiring highly effective customer facing teams.
- You will have a real passion for customer service and delivering an excellent visitor experience.
- You will have strong organisational skills, with the ability to prioritise workloads and be flexible to changing circumstances.
- You will have the ability to think strategically as well as have a hands-on approach, leading by example and demonstrating a can do positive attitude
- You will have the ability to react well under pressure and to stay calm and rational in emergency situations whilst leading the team.
- You must be a self-starter who is able to work without direct day-to-day supervision, but equally you must be a team player able to work effectively with peers and colleagues.
- Budget experience: setting, managing and controlling, will be essential.
- You will not be afraid to challenge the norm and come up with new ideas and opportunities to continue to improve the attraction and the experience we deliver to our visitors.
- Experience in managing security and safety in a public access building would be an advantage.