



JOB DESCRIPTION

Role / Title: Tours Administrator

Reports to: Tours Manager

Overall Purpose of the Role

- Provide proactive administrative support to the Tours team with an emphasis on responding to visitor enquiries and processing tours bookings.
- Providing some basic PA support for the Tours Manager and Tours Co-ordinator.
- Be a team player within the Administration team, covering other administrative tasks in times of absence or at peak times when workload needs to be distributed.
- Be the efficient, approachable, positive, solution-focused and knowledgeable point of contact for the department, handling external and internal enquiries.
- Have a can-do, hands-on attitude to the broad range of administrative tasks required for the smooth running of the Tours department.

Key Accountabilities

- Provide a high-quality service to internal departments as well as external organisations and our visitors.
- Manage the efficient processing of bookings, responding to enquiries and liaising with production departments as appropriate.
- Assisting in creating and proofreading reports and evaluations as required.
- Managing the tours inbox and tours rota.
- Remain calm and pragmatic in the event of last-minute changes in bookings, or room-availability, with care and consideration for security and health and safety best practice.
- Attend the weekly events planning meetings and update the VE reports with relevant information for the management team.
- Minute meetings as required.
- Assist with the administration of recruitment, induction and training of new tour guides, in liaison with the Human Resources department, VE Administration team and Senior Managers within the Visitor Experience Department. This will include planning schedules, inviting candidates to interview and assessment centres, providing practical support on interview days, new starter paperwork etc. Also assessing candidates as required, subject to training being provided.

- To be flexible in your work patterns and comfortable being present in Front of House spaces as required in order to support operational needs. This may include some weekend work.
- To keep all Tours Intranet pages up to date.
- Undertake research and lead on appropriate projects as required.
- Undertake any other administrative duties as required by the department.
- Actively promote the value of diversity in all work; uphold the Royal Ballet and Opera values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- Deliver tours to the public in the case of tour guide absence.

Note: *This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*

PERSON SPECIFICATION

Minimum Skills, Knowledge & Experience

- An individual with high level of initiative with the ability to work unsupervised.
- Experience of office administration within a busy environment.
- A high level of accuracy and attention to detail, especially regarding data and spreadsheets
- An understanding of the needs, priorities and working practices of a Tours department, Theatre or Front of House operation (an advantage)
- Excellent customer service skills, with the ability to work pro-actively in a warm, friendly, and enthusiastic manner with a wide range of people.
- Strong communication skills and a high standard of written and verbal English.
- Strong organisational and time management skills, with the ability to prioritise and meet deadlines.
- The ability to work calmly and accurately under pressure.
- Very strong Microsoft Office skills (Word, Excel, Outlook, SharePoint, PowerPoint).
- Ability to quickly learn and adapt to changing schedules and priorities.
- Discretion and confidentiality at all times as you will have access to sensitive information files. Strict compliance with GDPR at all times.
- The ability to build relationships effectively with a wide range of people and at all levels in the organisation.
- Tact and diplomacy when dealing with customer / staff issues or complaints.
- Ability to focus when working in a multi-operational busy office environment.

Desired Skills, Knowledge and Experience

- Knowledge of and interest in the arts.
- Experience working in a tours department or front of house in a theatre or arts organisation.
- Experience using Tessitura.

