

Role Profile

JOB TITLE: Duty Lead - Customer Service and Volunteers

REPORTS TO: Volunteer Manager

LOCATION: Queen Elizabeth Olympic Park

DATE CREATED: 03/02/2015

DATE REVIEWED: 21/02/2024

1. MAIN PURPOSE OF JOB

General Overview:

Reporting to the Volunteer Manager, the Duty Lead - Customer Service and Volunteers will be part of the Our Parklife team and play a crucial role in developing and delivering the Park Champion Volunteer Programme on the Queen Elizabeth Olympic Park. In particular they will be directly responsible for the Park Mobility Service and the Information Point on the Park and deputise for the Volunteer Manager when appropriate. The Duty Lead will have an understanding of the role of volunteers and knowledge of how equality and inclusion issues can impact users of the Park. Importantly the Duty Lead will ensure high standards of customer service are maintained in the Information Point.

Key Objectives:

- To manage the Information Point and the Customer and Mobility Service volunteers team
 - To provide administrative and marketing support to the Volunteer Management team as the programme expands
 - To provide a welcoming, efficient, knowledgeable and friendly service
 - To provide a safe environment for all to enjoy
 - To provide leadership, guidance and support to volunteers and visitors that visit the Park ensuring a consistently high service is maintained
 - To take overall responsibility for the Volunteer Team and Visitor Services at the Information Point
 - To manage the volunteers' rota for the Customer and Mobility Service and Community Guiding roles
 - To deliver relevant training when necessary (It could include the following: Induction Training, Team Leader, Welcome All, Sighted Guide, Community Guiding as well as new training)
 - To work on new projects – the Park is an ever-changing environment and the services we deliver adapt themselves, so flexibility is key
 - To report on service stats and create appropriate tools to facilitate it
 - To provide additional management cover for the delivery of Mobility Services on event days
 - To assist Our Parklife in generating revenue via varied sources including hiring Park Mobility equipment, facilitating tours, selling merchandise and literature as well as through accessing grants to develop the services
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2. PRINCIPAL ACCOUNTABILITIES

The Duty Lead - Customer Service and Volunteers will be responsible for:

Team Management

- Provide support and management for the Customer and Mobility Services as well as supporting the coordination of volunteer activities for other roles
- Promote high standards of service, conduct and professionalism in the team.
- Ensure volunteers sign in and out, updating records accordingly and logging hours
- Effectively manage the volunteer team
- Monitor performance to ensure delivery of consistent service standards
- Encourage proactive service, excellence and consistency
- Maintain excellent communication with the Volunteer Manager to support with the consistent management of the team
- Manage volunteers' expectations and facilitate changes in the roles and services delivered

Duty Management

- While on duty, managers will be based within a number of locations on Queen Elizabeth Olympic Park. This will include the Information Point, Park Headquarters, Pudding Mill Lane and out on the Park.
- Maintain a thorough knowledge of safety, emergency and evacuation procedures leading staff and volunteers in their application and training in their use
- In the event of an emergency, take responsibility for all visitors and volunteers (where appropriate), making the decision to halt service delivery, entry to the Information Point and evacuate if necessary
- Liaise with customers (event organisers, the client, Park Stakeholders, groups or individuals) to whom the Mobility service or volunteer support is being provided
- Ensure any concern relating to the Parklands and venues are reported to Park Control
- Ensure all Mobility service equipment is checked and fully functional before service begins
- Take action to ensure the effective resolution of any issues raised by visitors. Make recommendations for improved service as appropriate and ensure all feedback is logged.
- Devise and lead engaging and informative morning volunteer briefings. Proactively collate and circulate detailed end of day reports.
- Brief other internal departments / external partners preparing to commence duties in public areas to ensure that they have a good knowledge of the events and requirements that day.
- Maintain a strong presence on the floor/out on the Park on a day to day basis
- Ensure the best possible service is offered by all our staff and volunteers across the Park
- Take responsibility for capturing, recording and responding to visitor feedback in a timely manner

Other duties:

- Provide general administrative support to the Volunteer Manager and General Manager of Our Parklife, notably relating to the Volunteer Programme, Mobility Service and tour delivery
- Any other duties consistent with the role and as requested by the Volunteer Manager
- To facilitate access for visitors with additional needs, acting in line with best practice guidelines.

Organisational Relationships:

This post reports to the Volunteer Manager and is located within Queen Elizabeth Olympic Park- this could include Park Headquarters, Pudding Mill Lane, the Information Point and out on the Park.

This role will directly manage a team of volunteers.

3. KNOWLEDGE AND SKILLS

Required Experience:

Essential

- Full valid driving license
- Good general education (O-level / GCSE or equivalent)
- Direct experience of working with the general public on a face to face basis in a customer services role
- Experience of working in or in partnership with the voluntary sector
- Experience of people management including working with volunteers
- Good presentation and training skills
- Experience of cash handling, ticketing and sales
- Knowledge of issues affecting volunteers and voluntary organisations
- Knowledge and understanding of the local area and Queen Elizabeth Olympic Park context
- Managing / supervising teams in a busy visitor focused environment
- Ability to enthuse, motivate and inspire others
- A clear communicator with strong interpersonal and advocacy skills
- Well organised and able to prioritise a changing workload
- Able to assess a situation quickly and think on your feet
- Identify solutions to complex problems
- A skilled negotiator able to deploy tact and diplomacy to achieve objectives
- Comfortable and used to working in a fast paced environment
- Confident IT skills
- Experience of Health and Safety management and emergency planning and situation management
- A current understanding of access and inclusion issues
- Confident, friendly and cheerful with exceptional inter-personal skills
- Demonstrable commitment to providing the highest level of customer service
- Ability to stay calm and handle difficult situations confidently and sensitively
- Smart and reliable with excellent time-keeping skills
- Tactful and diplomatic
- Demonstrable enthusiasm and passion for Queen Elizabeth Olympic Park
- Proven ability to work well as part of a team: flexible and co-operative with a positive 'can do' attitude
- Proactive approach to learning including high levels of self-motivation and self-direction
- Excellent organisation and strong communication skills
- Excellent administrative skills including Microsoft Office
- Knowledge of issues affecting volunteers and voluntary organisations
- Innovative and a problem solver
- Able to multi-task
- Strong team player
- Organised and logical
- Calm under pressure
- Experience of people management (including large groups of people with mixed abilities)
- Good presentation and training skills
- Experience of using social media and website to promote services

Desirable

- Degree qualification or equivalent in relevant area
- First Aid at Work
- A fluent second language
- Experience/interest in working with people with Special Educational Needs (SEN)

Additional requirements:

- The Volunteer Programme and Customer and Mobility Service operates over a seven-day period, including bank holidays. Employees are required to be available to work within these times.
- Post-holders will be expected to conform to personal presentation guidelines and will be required to wear a uniform.

4. PERSONAL QUALITIES

The post holder will need to:

- be able to think on their feet to resolve issues (both operational and between staff/volunteers)
- be able to take control and effectively manage any emergency situation
- be able to support, manage and coach a large staff and volunteer team
- be able to gather information proactively and quickly
- think in a commercially astute way
- be able to adapt to the situation (every day is different on the Park and challenges can arise from it)

Management have the right to change job descriptions in line with business need. This description is not exhaustive.