

## Duty Manager

**Reports to:** Operations Manager

**Preferred start:** TBC

### **BODY WOLRDS London**

Are you interested in working at London's newest attraction? BODY WOLRDS London is nearly 1 year old and already has been voted by Trip Advisor as Travellers Choice Top 10 London Attraction and also been awarded by Group Travel for top innovation in the industry.

Permanently homed at the iconic London Pavilion, 1 Piccadilly, in the very heart of Piccadilly Circus, amongst the hustle and bustle!

Dr Gunther von Hagens' renowned exhibition of real human bodies has sparked curiosity and awe around the world with over 49 million visitors globally.

### **Scope of the Role**

Do you thrive being responsible for the day to day operation of a highly prestigious exhibition? If you are a highly motivated, self-driven and commercially minded operator this is the role for you.

As the Duty Manager, you have the autonomy to be totally responsible for all that goes on in the venue at that moment; driving and inspiring the team to deliver memorable experiences for our guests and smashing secondary spend targets on a daily, weekly and monthly basis.

If you are not one for routine read on. No two days are the same and our Duty Management team are involved in every aspect of our business. You will be involved in recruiting your own teams, exhibition facilities, merchandising, systems, cash handling, first aid, health and safety, processes and procedures, training, and the list goes on.

We are a lean and mean team and we employ team members that work well with others, support their colleagues, and also inspire their teams.

To be part of the team you must be able to celebrate the successes but also be able move on and build on our learnings. We spend a lot of time at work and whilst we expect all of our team to be able to work well under pressure we also have a lot of fun along the way.

### **Qualifications & Experience**

- 2 years previous and relevant management experience in a DM role and/or service industry.
- Hands-on, representative, service oriented, team player, leadership skills.
- Proven experience of having delivered high levels and standards of visitor service.
- Excellent communication and interpersonal skills, with empathy of understanding the varying needs of visitors and staff alike.
- Ability to lead and motivate a team, work alongside a broad and wide range of people.
- Strong desire to increase sales across all areas of attraction.
- Must be adaptable to adapt and able to multitask.
- Excellent organizational skills, detail oriented and self-starter.
- Must be able to work a flexible schedule, including evenings weekends and bank holidays.
- Proficient computer skills (Word, Excel, Outlook, and able to learn attraction POS systems).