

# JOB DESCRIPTION

**JOB TITLE:** Visitor Attractions Senior Coordinator  
**DEPARTMENT:** Visitor Attractions  
**REPORTS TO:** Head of Visitor Attractions and Events  
**LOCATION:** The Tottenham Experience, High Road, N17



## ABOUT

Tottenham Hotspur is a world-famous football club based in North London. Off the pitch, the Club has a strong and successful business model centred around building a platform for long-term success, which includes a world class training centre and a new world-class stadium featuring three attractions: Tottenham Hotspur Stadium Tours, the Dare Skywalk and the Dare Skywalk Edge.

As a growing area of the business, Visitor Attractions are a huge part of the future of Tottenham Hotspur Stadium. With three leading attractions already in place, and more on the way, we're looking for an experienced professional to join the team and help grow and support this area of the business.

## JOB PURPOSE

As Visitor Attractions Senior Coordinator, you will work within the wider commercial team of Visitor Attractions and Events. You will be working in a busy office supporting a growing Visitor Attractions department in delivering best-in-class experiences across all attractions. You will lead of team of coordinators in delivering the administrative function of the business ensuring we have effective processes and procedures to underpin and support the attractions and a busy operation. You will lead on, attraction scheduling, group, and bespoke booking functions, support with third party seller account management and customer response functions. You will play a key role in the success of the department and will work closely with The Head of Visitor Attractions and Visitor Attractions Manager to deliver.

## KEY RESPONSIBILITIES

- Leadership and management of a team of coordinators, providing line management, support, training, coaching, and delegating workloads. Ensure the team are highly motivated and trained to deliver overall objectives and within their individual roles.
- Oversee and own the visitor attractions schedules, ensuring operational requirements, ticketing and staffing are aligned and operational teams are set up to deliver.
- Management of all internal attraction's requests, including liaising with events, partnerships, marketing, and press teams to facilitate visits.
- Oversee staffing administration of a large and flexible workforce. Maintain all HR records and right to work documentation, ensuring club procedures are followed when recruiting for temporary or casual staff.
- Support the Head of Visitor Attractions in departmental cost control, proactively managing staffing forecasting against actual spend.

- Support the Travel Trade Manager in the daily management of key ticketing reseller accounts, building relationships with partners, understanding customers product need/specification, supporting setting up new accounts, dealing with any customer service queries and escalating where needed.
- Manage and oversee the groups bookings, private, schools and bespoke experience's function, developing robust booking processes, monitor and lead the team to deliver on agreed KPI's.
- Support with the continued development of accessibility across the department, ensuring Visitor Attractions provide truly inclusive experience supporting varying needs of our customers.
- Responsible for reporting progress against KPIs through ticketing systems, ZenDesk and other reporting tools.
- Ensure the highest levels of cross club communication, aligning the needs of the attractions with the wider business activities. Represent the Visitor Attractions department at club wide meetings.
- Support in the development of new products by sharing customer feedback, sharing requests, and leading on the customer journey aspects which support new products, such a loading products and customer communications.
- Drafting customer and staff communications, working closely with customer care and marketing teams to sign off on all customer facing communications.
- Oversee customer response process and the complaints escalation process, working with the customer care team to resolve and respond to visitor attractions within agreed KPI levels.
- Proactively build strong working relationships within internal and external departments, building relationships and integrating organisational processes.
- Administration duties related to the role, including setting up meetings and minute taking.
- Promote and embody the 'Spurs Way' culture and way of working.

#### **SKILLS & EXPERIENCE**

- Experience working in a visitor attraction, leisure, or hospitality business
- Experience using ticketing systems, staffing software, customer support systems, financial systems, or relevant equivalents
- Experience of leading a team and people management
- Experience working in a customer focused environment and delivering high levels of guest experience
- Experience in developing and setting up workflows and SOP's
- Strong organisational skills and attention to detail
- Excellent literacy and IT skills
- Able to build and maintain excellent working relationships with internal and external stake holders

#### **PERSONAL ATTRIBUTES**

- Gets things done, delivers to highest of standards, takes responsibility
- Strong communicator
- Values & respects others, builds relationships, collaborates
- Thrives in a fast-moving environment
- Able to solve complex or pressured situations in a calm and effective manner
- Thinks ahead, generates innovative ideas

- Positive, can-do approach to work
- See's the bigger picture, willing to try new things

For information on how to apply please consult the jobs page on our company website.

Tottenham Hotspur Football Club welcomes applications from anyone regardless of age, disability, race, colour or ethnic and national origins, religion or belief, or sexual orientation.

This role is based in Tottenham, North London. Hours of work are typically 9am – 5pm however due to the nature of the business, on occasion you may be required to work evenings, weekends, and Tottenham Hotspur Match days. You will be expected to work flexibility dependent on the needs of the business and Stadium Events.