

JOB TITLE: Commercial Services Supervisor	REPORTS TO: Customer Service Manager
FUNCTION: Commercial Services	DEPARTMENT: Commercial Services
<p>JOB PURPOSE: The Commercial Services Supervisor will be responsible for the day-to-day operations of the Commercial Services Assistants and Membership Sales Assistants. They will ensure the Gallery delivers the highest standards of guest experience and that team Service Level Agreements (SLAs) are always achieved. They will be the first point of contact and support for the team, as well as internal and external stakeholders. The role is 37.5 hours per week, fully flexible. Working 5 days out of 7.</p>	

Key Accountabilities	Key Activities / Decision Areas
1. Customer Service	<ul style="list-style-type: none"> <input type="checkbox"/> Ensuring that all customer communications are answered and actioned within the stated time frame by managing team workload and ensuring all inboxes and phonelines are manned. <input type="checkbox"/> Selling and promoting all CS products as appropriate in conjunction with departmental targets <input type="checkbox"/> Resolving customer enquiries and complaints across all sales channels via the web, phone, email and onsite. <input type="checkbox"/> Hosting and attending events, welcoming Members, which will involve activities outside of regular office hours. <input type="checkbox"/> Managing process for inbound post and returns. <input type="checkbox"/> Liaising with Marketing and Operations teams to ensure onsite delivery of Members Previews. <input type="checkbox"/> Acting as a first point of contact for resolving any problematic enquiries or complaints, both FOH and across office systems (telephone, email, and other channels) <input type="checkbox"/> Monitoring service levels and flagging concerns with the Customer Service Manager when necessary. <input type="checkbox"/> Working closely with the Customer Services Manager and other senior managers on keeping up to date with industry standards and what <i>good</i> looks like as we strive to elevate the experiences of our members and guests <input type="checkbox"/> Carrying out duties of CSAs where required to achieve SLAs.
2. Data management and reporting	<ul style="list-style-type: none"> <input type="checkbox"/> Ensuring cleanliness and accuracy of data being collected by team. <input type="checkbox"/> Supporting the work of the Commercial Database Manager with database reports and financial processes, including fulfilment and Direct Debit processing. <input type="checkbox"/> Supporting Customer Services Manager in collecting correspondence data for monthly and quarterly reports
3. Training and Process management	<ul style="list-style-type: none"> <input type="checkbox"/> Ensuring the user manuals for the CRM System (Tessitura) are kept up-to-date and current. <input type="checkbox"/> Improving process by reviewing data and gathering feedback from team. <input type="checkbox"/> Supporting Ecommerce team to keep online order processes documented. <input type="checkbox"/> Training front of house staff in how to sell and promote Membership and CS products onsite through training a group of superusers, encouraging a one-team approach to performance targets and sales. <input type="checkbox"/> Attend briefings with retail, catering, cloakroom and Securitas teams to ensure they have the most up to date information about Membership and CS products. <input type="checkbox"/> Training new members of the CS team, in systems such as Tessitura, Magento, Business Central. <input type="checkbox"/> Ensuring all CSAs and MSAs have a strong understanding of direct debits, Gift aid and Membership finance <input type="checkbox"/> Provide training so that the team can achieve the SLA's as well as future enhanced guest service standards.
4. System support	<ul style="list-style-type: none"> <input type="checkbox"/> Supporting front of house team onsite with CS hardware- e.g., ticket kiosks, scanners and Membership card printers. <input type="checkbox"/> First point of contact for troubleshooting/ escalating FOH issues.
5. Team management and liaison	<ul style="list-style-type: none"> <input type="checkbox"/> Line management of CSAs and MSAs (shared with another supervisor). <input type="checkbox"/> Managing team rota. <input type="checkbox"/> Ensuring good team moral and a positive working culture <input type="checkbox"/> Liaising with various internal stakeholders to ensure that the guest journey is up to date and accurately promoting Member benefits and CS products Gallery wide. <input type="checkbox"/> Working with FOH and Operations team to walk the Gallery floor and ensure a smooth set up for all exhibitions.

Role Dimensions	
Financial (limits/mandates etc.)	Non-financial (customers/staff etc)
Role contributes to the overall aims and objectives of Commercial Services, including Membership, ticketing, and online commercial sales at the National Gallery.	Role holder is accountable for the sales and customer care of membership, tickets, audio guides across a variety of sales channels (e.g., web, phone, email and onsite), dealing with customer complaints and enquiries, ensuring sales targets online and onsite are achieved, promotional offers are maximised, and direct debit instructions are processed promptly and accurately.

Person Specification	
Competency / Performance Drivers	Technical / Professional Expertise
<ul style="list-style-type: none"> <input type="checkbox"/> Stakeholder management- ability to work with coworkers and external contacts effectively <input type="checkbox"/> Planning and organisation- ability to prioritise tasks and effectively manage time <input type="checkbox"/> Problem solving in a fast-paced environment <input type="checkbox"/> Ability to coordinate, demonstrating strong experience of working in a coordination/assistant role or equivalent <input type="checkbox"/> Ability to communicate successfully and engage with customers and guests, using positive and engaging language over phone and email and in person <input type="checkbox"/> Ability to manage reputation with a strong understanding of the brand <input type="checkbox"/> Honesty- approachable and personable <input type="checkbox"/> Strong work ethic to meet targets and deadlines 	<ul style="list-style-type: none"> <input type="checkbox"/> Ability to communicate fluently in English, both orally and in writing <input type="checkbox"/> Ability to maintain appropriate records of members demonstrating an understanding of GDPR <input type="checkbox"/> Ability to efficiently use CRM databases, such as Tessitura, to manage customer enquiries and bookings <input type="checkbox"/> Clear understanding and experience setting up Direct Debits, and Gift Aid declarations. <input type="checkbox"/> Knowledge of the National Gallery and visiting information

The Promise Performance Behaviours (9)	
Passionate Engaging Polite Positive Patient Approachable Adaptable Consistent Professional	