



Visitor Experience Co-Ordinator (Maternity Cover)

Seeking a confident, front of house, people person for the role of Visitor Experience Co-ordinator at Morgan Motor Company Ltd, based within the Morgan Experience Centre at our Malvern headquarters. This is to cover a period of Maternity Leave but may be extended into a permanent contract.

The Company: Located in Malvern, Worcestershire, Morgan Motor Company Limited is an innovative British sports car manufacturer; they have operated in a niche automotive sector since their launch in 1909.

The Role: To ensure visitors to the Morgan Experience Centre and factory receive a premium, well organised customer experience throughout their customer journey.

Key Responsibilities: The role will include, but is not limited to the following:

- Answering incoming telephone calls and transferring to relevant department when required.
- Taking and relaying messages in the most efficient manner - via Chat, email, or phone.
- Dealing with general telephone enquiries, both inbound and outbound, for Morgan Experience.
- Welcoming visitors and customers to the Morgan Experience Centre.
- Booking factory tours and drive experiences for customers both over the phone, by email and in person.
- Hire car administration to include initial enquiries, bookings, and payments.
- Allocation of hire cars including liaison with PDI department to arrange preparation of vehicles.
- Welcome and processing of hire car customers on the day of hire.
- Welcome and processing of Morgan Driving Experience customers.
- Administration of voucher bookings – both direct & third party.
- Using relevant booking systems and ensuring the correct customer details are taken for each booking.
- Pro-activity when using ticket booking systems to ensure correct numbers are accounted for in factory tours and for experiential bookings. Due diligence to ensure profitability is always maintained.
- Rescheduling of bookings as and when required, including flexibility to react quickly to changes.
- Taking customer payments, ensuring due diligence is always upheld.
- Co-ordinating staff rotas for experiential activity
- Co-ordinating staff newsletter
- Maintaining orderly & tidy appearance of reception area.
- Sort, frank and arrange collection of all outgoing mail.
- Assisting with refreshments for management meetings, customers, etc.
- Procurement – sourcing and purchasing items required for the Experience Centre – ensuring price and quality is diligently checked

Occasional Duties

- Cover for retail shop.
- Assist wider marketing team as and when required.
- Attendance at shows & events.
- Saturday openings every 4-6 weeks – in return for lieu day within the following 4 weeks.

Essential Pre-Job Knowledge, Skills, Training and Experience:

- Experience of working within the prestige, luxury or classic car industry or hospitality industry is desirable but not essential.
- Previous customer facing or front of house experience would be preferred.
- Excellent communication skills at all levels (written and verbal).
- Computer literacy.
- Accuracy and attention to detail in all tasks.
- Strong organisational skills with the ability to prioritise daily workload.
- Previous experience of handling cash and or credit card payments both in person and over the phone.

The Person

- A friendly and welcoming personality who enjoys meeting people and exceeding customer expectations.
- A self-motivated individual who can display initiative and think on their feet in times of crisis.
- Must be adaptable, flexible, and resourceful.
- Ability to work openly within a small team.
- Must be of smart and tidy appearance.

Terms & Benefits

- 37.5 hours per week (Monday to Friday)
- Salary £22.5k gross pa
- 33 days holiday per year
- Pension scheme (5% contribution from Morgan)
- Private Medical Insurance (BUPA)
- Subsidised corporate workwear
- Cycle2work Scheme
- Electric Vehicle Salary Sacrifice Scheme
- Wellbeing initiatives
- Morgan Hub employee engagement app
- Food ordering app and discounted menu from The Canteen
- Enhanced paternity, maternity & sick pay benefits

How to Apply

Please send your CV and a covering statement to careers@morgan-motor.co.uk and note that you may only receive a response if shortlisted for interview.

