

Marylebone Cricket Club ('MCC')

Job Profile

Job Title Tour Guide	Department Tours, Museum & Retail
Reporting to Tours & Museum Administrators	
Dimensions of Role Contract Type: Zero Hours Hours: As agreed with the Tours Administrators and Manager, in line with the requirements of Marylebone Cricket Club's (MCC) Tours Department.	
Key Purpose of Role To act as an 'Ambassador' of the MCC, by being well-presented at all times and offering a warm and open welcome to all visitors to the ground. To provide an exceptional Tour experience for visitors to Lord's through effective and relevant communication of MCC, Lord's Cricket Ground, its history and facilities.	
Key Tasks and Accountabilities <ul style="list-style-type: none">♣ Conduct tours of Lord's Cricket Ground approximately 30 minutes to 4 hours in length, to the specification provided by the Tours Office Staff.♣ Ability to talk to and hold interest of large and varied groups of visitors from school groups to formal dinner events.♣ Observe visitor behaviour and provide the Tours Office with feedback on ways in which the visitor experience could be improved.♣ Provide details of availability to the Tours Office Staff at least four weeks prior to the start of the roster period.♣ Provide visitors with information regarding other services and facilities MCC offers.♣ Ability to assist the Tours office in the development of Tours as and when required.♣ Ability to communicate to a range of ages, nationalities and deliver tours for various situations.♣ Willingness to deliver a range of tour types- e.g. Children's Tours, Corporate Events, Players' Dining Room Experience Tours, etc.♣ In consultation with the Tours Office, to demonstrate a flexible approach in varying the Tour dependent on the size and nature of the group or the conditions prevalent within the Ground.♣ To establish and maintain good working relationships with colleagues and Departments throughout the Ground.♣ Attend Departmental meetings as required. <i>This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.</i>	
Variations of job relating to Major Matches <ul style="list-style-type: none">♣ If required to welcome and provide information to visitors to the Museum and/or Library	

Values and Behaviours

- ♣ Maintain a positive and proactive approach to all elements of the role.
- ♣ Take responsibility for own actions and outputs.
- ♣ Be respectful to all MCC staff and visitors.
- ♣ Actively promote team work by supporting others and sharing knowledge.
- ♣ Deliver high quality work/service in a timely way

Health and Safety

- ♣ Aid visitors in the event of any emergency to evacuate the building(s), following instructions from the designated Fire Officer at that time.
- ♣ At all times be responsible for the safety of yourself and others through adherence to MCC's (and legal) safety rules and procedures.
- ♣ Be familiar with fire procedures, evacuation procedures health and safety regulations.

Person Specifications, Skills & Qualifications

Essential:

- ♣ Excellent face-to-face customer service skills and the ability to deal professionally with high volumes of people in a sometimes very busy environment.
- ♣ Knowledge of cricket.
- ♣ Interest in MCC and Lord's Cricket Ground.
- ♣ Ability to accurately remember facts and information.
- ♣ Excellent verbal communication skills.
- ♣ Experience of working in a fast moving customer facing role.
- ♣ Ability to work under pressure and handle multiple demands at any given time.
- ♣ Strong interpersonal skills to develop and maintain working relationships with colleagues, MCC staff from all departments and visitors to the Ground.
- ♣ Professional appearance.
- ♣ Good timekeeper.
- ♣ Willingness to learn, take guidance and instruction and learn Museum lock up procedures.
- ♣ Physically fit (please note Tours include long periods of walking and stairs).
- ♣ Flexible and happy to work within frequently changing conditions.
- ♣ Willing to work weekends, holidays and across a range of tour types.

Key Skills:

- ♣ A team player with the ability to contribute to team development.
- ♣ Ability to work in a cooperative and adaptable way.
- ♣ Calm and unflappable.
- ♣ Ability to work alone and "think on feet" as a Tour moves around the Ground.
- ♣ Welcoming and enthusiastic manner.
- ♣ Ability to maintain control over groups of visitors.

Desirable

- ♣ Ability to speak multiple languages
- ♣ Interest in art and/or architecture.
- ♣ Microsoft Office skills.
- ♣ Qualifications in first aide (including CPR).
- ♣ Experience gained in a sporting venue or any other business/establishment with high standards of customer service is preferred.

Written by Tours & Museum Administrators

Date December 2018

Accepted by

Date