

Job Title:
Reporting to:
Directorate
Direct Reports:

Tour Guide
Curator
People and Purpose
0

Job Band:
Team
6
Heritage

Job Summary

The Tour Guide will work with the Museum team to deliver engaging and informative tours which form an important part of the Museum's public programme. Responsible for meeting and greeting visitors, the Tour Guide will represent both the Museum and St John Ambulance. Professional and welcoming, they will lead tours and ensure that visitors have a positive and enjoyable experience. During the tour, they will be responsible for the safety of visitors and the security of the buildings and collections.

Key Responsibilities

- Champion accessible and inclusive experiences in the Museum for people of all communities and diverse backgrounds.
- Deliver museum tours to a consistent and high standard adhering to advertised timings and approved content from the pre-written tour packs.
- Ensure continued familiarity with the tours offered at the Museum.
- Maintain expert knowledge of the site, the organisation and developments in the Museum and St John Ambulance to enable the seamless delivery of tours and the ability to respond to frequently asked questions.
- Adhere to Fire Safety Legislation and Health & Safety regulations at all times.
- Be responsible for the safety and security of all visitors, buildings and collections throughout the tour, and the evacuation of groups in an emergency.
- Prior to the commencement of each tour, ensure that the route is well presented and clear of potential obstructions, reporting any concerns to the Visitor Experience Assistants in a timely manner.
- Work under the instruction of the Curator and/or Visitor Experience Assistants.
- To be a flexible member of the Museum team, to offer support to colleagues and to provide a high level of customer service.
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder.

Important things you need to know about this job

- This contract is offered on a casual basis, including at least one Saturday a month and evening work to support both Museum engagement and venue hire.

Our Values and Commitment to Equality, Diversity and Inclusion

- Our Values spell HEART which stands for Humanity, Excellence, Accountability, Responsiveness and Teamwork.
- Everyone who works at St John needs to be familiar with the HEART values and exemplify them.
- We are committed to being an organisation that is inclusive and welcoming of individual differences while championing equality of treatment and opportunity.

Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
A pass in the Clerkenwell and Islington Tour Guide Course (Islington Guided Walks)	✓	
Experience		
Experience of providing exemplary customer service	✓	
Experience of working in a heritage and/or visitor services environment		✓
Experience of delivering presentations to a variety of audiences	✓	
Experience of group management	✓	
Skills, knowledge and abilities		
Excellent verbal communication skills, with attention to detail and the ability to adapt to different audiences	✓	
A flexible approach with good interpersonal skills	✓	
A keen interest in and knowledge of the Order of St John and St John Ambulance's history		✓
Strong organisational and time management skills	✓	
A confident public speaker	✓	
Be willing and able to exemplify the HEART values	✓	
DBS Requirement		
Does the role require a DBS check to be carried out to be successful for the role – the role requires a Basic DBS check to be completed.	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials: HA/RR

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