



Job Description

Job Title: Tour Guide Full Time (TG01) | Tour Guide Holidays and Weekends (TG02)

- 1. Job title:** Tour Guide (Full Time & Part Time)
- 2. Reports to:** Managing Director, other Directors and Tour Guide Manager
- 3. Job summary:** Delivering Guided Tours at Crumlin Road Gaol in a friendly and helpful manner.
- 5. Key relationships:** Customers, Staff and Dfl
- 6. Hours:** Full Time and Casual as required (Weekend and Holidays)

Job Description:

As a tour guide, your job will involve introducing tourists to the Crumlin Road Gaol Visitor Attraction & Conference Facilities and to assist in providing an effective and efficient front of house service to visitors. Your primary responsibilities will include planning and organising tours around a certain area of interest and as a tour guide, you will play the role of a cultural ambassador, offering commentary and interesting tidbits of information, which will allow visitors to fully experience and enjoy the Crumlin Road Gaol's cultural and historical highlights.

You should have a lot of specific knowledge about Crumlin Road Gaol's history, background and people. You help to bring the site to life for the visitors, and must be able to deliver an experience that matches their expectations. A Tour Guide should also be aware of and adhere to health and safety regulations, particularly for walking tours when risk assessments are required.

An ability to guide in other languages is an advantage. You may also work with Tourist Boards, helping visiting journalists or commercial companies, for example. Empathy with the audience is also essential so that you can tune your presentation suit your visitors. You must be able to answer questions from visitors, and repeat details that they may have missed. A clear speaking voice is essential. You must be able to keep an audience interested, presenting information in a clear and entertaining manner, whilst appreciating the variation between different audiences - therefore, excellent communication skills are essential.

Duties and Responsibilities:

Professional/Technical Skills

- To always conduct yourself in a professional manner, to the standards expected by the Crumlin Road Gaol Visitor Attraction & Conference Facilities, noting that whenever you are in uniform you are recognised as a Crumlin Road Gaol employee and should act appropriately.
- Basic I.T. user skills (Microsoft Office)
- Understanding of the Disability Discrimination Act and Equalities best practice and legislation in relation to the duties of the post.
- To follow the Crumlin Road Gaol Visitor Attraction & Conference Facilities procedures at all times

Customer Focus

- To always ensure that a friendly and informative experience is provided for all visitors
- To maintain a safe and secure environment for visitors
- To ensure the needs of particular visitors (e.g. elderly, disabled, different nationalities) are sensitively accommodated through reasonable adjustment and individual attention as necessary
- To always act appropriately with customers, in accordance with the Crumlin Road Gaol Visitor Attraction & Conference Facilities Customer Care Charter

Guiding duties include

- Working as part of a team to a roster that covers the Crumlin Road Gaol Visitor Attraction & Conference Facilities
- Ensuring that only authorised people enter the Crumlin Road Gaol by the checking of valid tickets
- Operating the Exhibition equipment effectively and efficiently, reporting defects immediately to ensure that they are dealt with
- Operating the lifts to carry the visitors up to aspects of the tour, ensuring correct loadings are adhered to
- Securing the tour site at the end of the day

- Patrolling the stairs and platform and acting to prevent vandalism by visitors at the Site.
- You must ensure that your work area remains tidy and that no personal belongings are kept in any public place or area where cash is stored.
- You must undergo relevant training as required, organised in conjunction with your line manager.
- You are expected to wear your allocated uniform, or any other costume as required for specific marketing purposes, in a manner defined by the Crumlin Road Gaol Visitor Attraction & Conference Facility, and keep a clean and tidy appearance at all times.

Performance standards

- Meeting agreed individual and agreed group targets identified through the departmental appraisal system.
- Helping to meet sales targets for selling goods and services as set by the management team.
- Ensuring that you operate any computer systems and machinery relating to your work properly and in accordance with guidelines and training given.

Problem solving and creativity

- Acting appropriately in emergency situations
- Dealing with visitor and public enquiries to the best of your ability
- Working with colleagues in order to solve problems and satisfy visitors needs
Communication
- Attending all relevant meetings and briefings as appropriate or required
- Establishing relationships and working closely with colleague in other sections in order to understand operations and events that will impact your work responsibilities.
- Ensuring that any problems or feedback are communicated through the appropriate channels
- Channelling any ideas for improvement or development through line managers or communicating them to the appropriate person or through the staff forum.

Additional Information:

Crumlin Road Gaol Visitor Attraction and Conference Centre expect all employees to work as a team in a friendly and professional environment. During busy periods we will require all employees to contribute in other areas of the business to ensure a smooth and professional service is delivered.

All applicants must be aware that in some cases they may be required to contribute to other areas of the business such as but not limited to:

- Helping out booking staff
- Answering and taking bookings over the telephone
- Helping staff at the gift shop (till work/stock taking etc.)
- Meeting and greeting visitors.