

JOB DESCRIPTION & PERSON SPECIFICATION

Group:	CHIEF EXECUTIVE'S
Division:	Chief Executive
Section:	Strategy, Public Relations and Tourism
Sub Section:	Heritage Service
Post Title:	Tour Guide
Vision Post Number:	
Grade:	4
Responsible to:	Senior Museum Officer
Posts Reporting to this Post:	None
Team:	Rhondda Heritage Park
CRB Required Level:	
Location:	Rhondda Heritage Park
Date of Description:	

KEY OBJECTIVES

Principal responsibility for leading the Rhondda Heritage Park tours and undertaking light maintenance work. This post will involve working on a rota and will include working on Saturdays and Bank Holidays.

SPECIFIC RESPONSIBILITY

1. To conduct the Rhondda Heritage Park visitor tours and provide a positive visitor experience.

2. To undertake reasonable maintenance work, subject to safety regulations, as agreed by the Senior Museum Officer/ Duty Manager including ensuring tour pathways are not obstructed (reporting risk as appropriate), minor repairs, grounds work, redecoration of an area and litter control, generally maintaining the shop, main reception area, restaurant/coffee shop, art gallery and all public areas in good order along with changing light bulbs etc.
3. Uses building conservation awareness to seek guidance where maintenance advice is required as most of the site is grade II listed and certain repairs will need to be undertaken by specialist services.
4. To contribute to the work of the team and to provide support to the other members of staff.
5. To answer visitors' enquiries in relation to the Park and its facilities and activities, developing a knowledge and understanding of the venue to transfer to users and actively promote the venue.
6. To assist with exhibitions and displays as directed by the Heritage Manager, including transportation of items off site.
7. Adhere to Health & Safety Regulations, including the monitoring and maintenance of a safe work area and reporting potential site maintenance issues.
8. Excellent written and interpersonal communication skills.
9. If required, to staff the main reception desk, handle the sale of venue tickets, answer the phone and deal with enquiries from clients in person, passing on queries to the appropriate officer.

To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. Staff are expected to alert their line manager to any concerns they may have regarding the abuse or inappropriate treatment of a Child or Young Person, or Vulnerable Adults.

PERSON SPECIFICATION

This Person Specification sets out the knowledge and / or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/ Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE / EDUCATION	<p>Excellent communication and inter-personal skills</p> <p>Computer literate or the willingness to learn</p> <p>Knowledge of local mining, 19th/ 20th century social and industrial history or the willingness to learn</p> <p>Knowledge of basic health and safety legislation and able to understand and apply regulations (e.g. manual handling, health and safety)</p> <p>Willing to undergo training as required</p>	<p>First Aid Certificate (Level 2) or willingness to work towards</p> <p>Ability to speak Welsh (or willingness to learn)</p>
EXPERIENCE	<p>Experience of working face to face with members of the public</p> <p>Experience of delivering excellent customer service</p> <p>Competent at basic building repairs and maintenance including grounds maintenance</p> <p>Able to regularly handle/carry heavy items</p>	<p>Experience of providing informative tours to members of the public/ delivering educational information</p> <p>Experience of working in a tourism venue</p>
COMPETENCIES	Frontline and Cust. Care Competency Framework	
1. 1. Working with Others	<p>Supports other team members when required, particularly new team members.</p> <p>Is tactful, polite and respectful.</p>	
2. 2. Communicating Effectively	<p>Listens to others and actively checks their understanding.</p> <p>Uses style of language that others can clearly understand.</p>	
3. 3. Meeting Customers' Needs	<p>Focuses on resolving customer queries quickly.</p> <p>Considers the needs of different groups e.g. children, senior citizens, disabled people.</p>	

4. 4. Demonstrating Technical Ability	<p>Takes responsibility for keeping job relevant knowledge up-to-date.</p> <p>Has a high level of accuracy and pays attention to details.</p>
5. 5. Achieving results	<p>Is always punctual and ready to start work on time.</p> <p>Takes initiative and can work without close supervision.</p>
6. 6. Maintaining Safety and Well-being	<p>Takes responsibility for complying with all relevant H&S procedures and legislation.</p> <p>Anticipates and reports any risks and faults to the correct people quickly.</p>
7. 7. Demonstrating Professionalism	<p>Demonstrates a positive and confident attitude.</p> <p>Is willing to work in different locations and in different sections if required.</p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>The postholder will be required to work weekends and Bank Holidays.</p> <p>Ability to travel independently throughout the County Borough to fulfil the requirements of the post.</p>