

ROLE DESCRIPTION

Tour Guide

To **guide on the land train** tours, give **introductory talks** and **lead/assist guided walks** of the site.

Times

Weekends & bank holiday Mondays in the summer season (May – September). Wednesdays during the school summer holidays and occasional weekdays during the summer season.

Frequency

When needed (there is a rota for weekends).

Location

Route of tour around the site and various buildings on site for talks.

Access

Main entrance in Beaulieu Drive. Vehicles may be parked in the visitor car park.

Duties

1. To assist the Royal Gunpowder Mills staff in interpreting the site and providing a high quality experience to the visitor.
2. To take general tours on the land train or walking around the site.
 - To assemble the party and determine their specific needs
 - To explain the purpose of the tour and say how long it will take.
 - To communicate important features and facts of the site for the enjoyment of the visitors.
 - To help the visitors make sense of the history and natural environment.
 - To answer visitors questions and/or direct them to where they may find further information.
3. To give introductory talks to groups visiting the site.
4. Where specific knowledge exists, interpreting certain aspects of the site e.g. incorporating mill, railway, natural environment etc.
5. To prepare information and contribute to other visitor services tasks, as appropriate.

Duties continued

6. To be responsible for materials and items used, if required, in conjunction with the duties carried out.
7. To carry out other appropriate duties from time to time.
8. To be prepared to engage with the visitors in a friendly and helpful manner.
9. To feedback comments favourable or otherwise to the duty manager.
10. To be vigilant and when necessary take appropriate action to ensure the safety of all on site and the security of facilities and contents.
11. To ensure that all work is carried out in accordance with the Company's Health and Safety policy and other relevant policies.

Skills/experience attributes required

1. An interest and some knowledge of relevant history/countryside.
2. A willingness to learn new information and gain a thorough knowledge of the site and its operations.
3. Communication skills including, listening, observing, answering questions and explaining clearly & effectively.
4. Presentation skills e.g. keeping to time allocation, working in conjunction with other activities.
5. Ability to work with a wide range of the public.
6. A willingness to be out of doors in variable weather conditions.
7. Reliability, e.g. informing the relevant Royal Gunpowder Mills staff in good time, where possible, if not able to attend on any agreed days/times.

Desirable skills/experience/attributes

1. Previous experience in leading groups/tours.
2. Ability to be flexible
3. First Aid Qualification.

