

Job Description

Permanent Tour Guide (Part Time)



JOB DESCRIPTION	
Job Title	Permanent Tour Guide (Part Time)
Salary	Band 7 (£15,800 pro rata)
Location	Principality Stadium, Cardiff
Hours of work	19 hours per week (including weekends)
Responsible to	Store and Tours Manager
Responsible for	N/A
Contractual Status	<ul style="list-style-type: none"> • Permanent, Part Time • Subject to 6 month probationary period
Role Summary	<p>As a Principality Stadium Tour Guide you will be responsible for providing tours of the Principality Stadium to members of the public. You will be responsible for the provision of information regarding the stadium and the history of the site as well as maintaining levels of safe practice throughout. Other responsibilities will include: taking telephone calls and making Tours bookings, answering emails, the promotion and marketing of Principality Stadium Tours and, maintaining the tour route to ensure the highest level of presentation at all times.</p>
Key Relationships	<ul style="list-style-type: none"> • Retail and Licencing Manager • Store and Tours Manager
Key Responsibilities, Tasks and Activities	<ul style="list-style-type: none"> • To provide guided tours of the Principality Stadium, following the standardised tour route and script. • To ensure the safety of members of the public on tours of Principality Stadium. • To maintain the tour route to the highest level at all times, and complete daily pre-event checks, reporting any issues to the relevant department in a timely fashion. • To work with other departments within the Principality Stadium/WRU to ensure the route is kept clear and any disruptions are acknowledged. • To support the Store and Tours Manager and Customer Care team with the daily running of Stadium tours by taking telephone calls, making tours bookings, preparing Tours passes and collating daily customer figures. • To maximize the promotion of Principality Stadium Tours. Working with other local attractions to ensure the highest level of exposure. Devising and marketing tours products during Stadium Events when Stadium Tours do not run. • To ensure that you and your fellow guides are aware of upcoming events at Principality Stadium and the city of Cardiff. • To work with the Store and Tours Manager to develop the tour. • To report and record any incidents that may arise during the tours. • Maintain the highest possible level of customer service.

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	<ul style="list-style-type: none"> • Maintain a professional appearance and manner throughout • Carry out duties to help support the WRU/MS mission statement in line with the WRU Group values
Continued Professional Development	<ul style="list-style-type: none"> • The WRU are committed to providing CPD for the successful candidate. We expect the successful candidate to undertake available training courses and research to enhance personal knowledge, skills and experience.

PERSON SPECIFICATION	
Experience	<ul style="list-style-type: none"> • Strong interpersonal skills and relationship management • Working directly with members of the public • Guided tours • Partnership working
Skills & Qualifications	<ul style="list-style-type: none"> • Excellent IT Skills, specifically Microsoft Word, Excel & PowerPoint • Excellent written and verbal communication skills (essential) • GCSEs in Maths and English (Grades "C" or Above) • Tour guide qualifications (desirable) • Good level of local knowledge • Ability to learn and apply new skills/knowledge quickly • Self-Starter • Able to work as part of a team • Organised and able to prioritize workload • Reasonable physical fitness • Ability to communicate in Welsh and or any other language (desirable)
WRU Group Values	<ul style="list-style-type: none"> • Excellence • Integrity • Success • Courage • Family • Humour <p>A copy of the WRU Group Values Document is available upon appointment to the role</p>
Other	<ul style="list-style-type: none"> • Valid UK driving licence • This role is subject to an enhanced DBS disclosure check • An understanding and commitment to equal opportunities in employment and sport • All employees must work in accordance with the Sustainable Development polices of the group • An understanding of individual responsibility in complying with the Health and Safety policies and arrangements

Acknowledgement		
Employee Signature:	Name:	Date:
Line Manager Signature:	Name:	Date:

The job description is subject to change pending review by the role holder and their line manager.