

## Casual Tour Guide

**Salary: Band: 3**, approximately £13.00 per hour

**Hours per week:** This is a casual post - there are no set hours - you will be asked to work as and when needed including weekends and bank holidays.

## The Service

Portsmouth Museums are responsible for the care of the city's archives and museum collections – comprising some 500,000 items that document the history and culture of the city – and for making them accessible to both residents and visitors.

The service operates 6 museum sites – The D-Day Story, Southsea Castle, Charles Dickens Birthplace, Portsmouth Natural History Museum, Portsmouth Museum and Art Gallery & Eastney Engine Houses. In addition, the service also operates the Visitor Information Service for the destination with stand-alone points at the Hard and within the D-Day Story and Portsmouth Museum and Art Gallery.

The D-Day Story is the only UK museum dedicated to telling the events of 6<sup>th</sup> June 1944 using objects, interactives and video from the perspectives and accounts of those who were there. Divided into three distinct parts the museum includes LCT 7074, the last surviving preserved landing craft tank which carried ten tanks to Normandy on D-Day and the Overlord Embroidery.

With the support of the National Lottery Heritage Fund the museum was extensively redeveloped in 2018 and a partnership with the National Museum of the Royal Navy (NMRN) saw the addition of LCT 7074 to the visitor experience fully open in Spring 2021. The updated contemporary museum experience has proved popular with audiences of all ages of both general and specialist interest groups.

## What is the job?

A key element of this role is the delivery of the museum's programme of guided tours for the exclusive international tour market. You will be confident at speaking to groups of adults and will develop sufficient knowledge to ensure groups have an outstanding visitor experience. Training and specific guidelines for the tours will be provided. Excellent time keeping is essential, so group visits run to plan.

The purpose of this post is to deliver high standards of customer care and a safe and inviting environment for all visitors, contributing to an outstanding visitor experience, high levels of customer satisfaction and subsequent repeat visits.

This role is part of the front of house team and includes a range of activities including manning the reception and welcoming visitors, general visitor information tasks, retail, taking messages and bookings, recording visitor numbers, assisting with events and activities, installation of exhibitions, previews and evening meetings. You will provide a great welcome for visitors and have sufficient knowledge of the museum, collections, events and activities to provide information and promote current and future programmes and the city's wider cultural offer.

As part of the front-of-house team you will ensure public areas, including toilets, are clean, tidy and in good order. In addition, you will maintain a secure environment for collections through implementing current security procedures including security patrols, invigilation of galleries and regular inventory checks of items on display.

This role also involves working at events and functions. This will include some lifting and carrying of tables and chairs and outdoor work. You may be asked to carry out any other duties commensurate with the post and on occasion work at other museum sites as required.

Please also note that LCT 7074 is located outside and whilst the ship is undercover, this role may require periods of time welcoming visitors and carrying out other tasks in all weather conditions.

You will be expected to undertake all essential PCC staff training and will need to ensure that all PCC policies are adhered to e.g. Health and Safety and Equal Opportunities policies.

### **Who are we looking for?**

#### **You will need:**

1. Excellent communication skills and the confidence to deliver tours to groups of adults.
2. An enthusiasm for history, the museum and its collections.
3. Excellent time management skills.
4. Excellent team player to fit into the current team and help and to support team members as required.
5. The flexibility to work during evenings for events as well as during standard museum opening hours Monday to Sunday.
6. Excellent customer care skills to welcome and engage the customer and answer queries whether they be face to face or on the telephone.
7. In addition to excellent communication skills in English, conversational skills in a foreign language would be an advantage – French preferred.
8. Good levels of literacy, numeracy and IT skills.
9. Experience of cash handling and ability to sell services and goods would be an advantage.
10. To demonstrate a passion for the destination of Portsmouth and the local tourism product.

#### **Additional information:**

If you have any questions, or would like an informal discussion about the role, please email [Katherine.webber@portsmouthcc.gov.uk](mailto:Katherine.webber@portsmouthcc.gov.uk)

**How to apply:** When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points with the use of examples from your experience.

**General Data Protection Regulation (GDPR)** As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants.



Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it