



JOB DESCRIPTION

Post: **Tour Guide**

Responsible to: **Heritage Engagement Manager**

Purpose of Job: To lead regular heritage tours of the building. To be a clear communicator and passionately represent Bristol Old Vic. To be knowledgeable about Bristol Old Vic's history and redevelopments. To supervise Volunteer Tour Stewards when on duty. To upsell merchandise and Bristol Old Vic products. To support any visitors with access requirements and adhere to Bristol Old Vic accessibility and equality policies. To follow all relevant Fire Safety and Security procedures as per training.

Specific Duties and Responsibilities:

Welcome

- To warmly welcome all tour bookers into Bristol Old Vic
- To assist any tour bookers with Box Office enquiries
- To clearly advise tour bookers where they can locate facilities and what to expect on the tour
- To assist any tour bookers who may have access requirements.

Tour Route + Script

- To follow a set tour route and script to set times as per training and schedule of the venue
- To be knowledgeable in more than just the set route and script so you can answer ad hoc questions when asked

Volunteers

- To supervise Volunteer Tour Stewards when on duty
- To brief Volunteers on all relevant information of the tour you are about to deliver and the fire routes that will be available to you
- To ensure your Volunteers are on radio to respond to any operational enquiries during the tour or alert Duty Manager of any incidents/ emergencies

Fire Safety

- To be responsible for the safe evacuation of anyone attending a tour at Bristol Old Vic
- To adhere to all fire evacuation and safety training and alert Duty Manager of any hazards you encounter when you check your tour route
- To attend regular fire safety training and be knowledgeable in all procedures relevant to role

Security

- To adhere to Bristol Old Vic Safeguarding Policy
- To ensure no unpaid customers join your tour at any point
- To advise tour bookers on what to do with their belongings before, during or after the tour
- To be security conscious at all times and report any suspicious activity/items to the Duty Manager

Access

- To adhere to Bristol Old Vic's Access Policies and uphold the venues ethos on access for all
- To ensure a printed copy of the Tour Script is always available for patrons who are D/deaf
- To ensure a large print Tour Script is always available for patrons who are visual impaired
- To ensure you are always wearing the audio enhancement microphone when delivering your tour
- To ensure tour bookers that need audio enhancement equipment know how to use it and it is working
- To report any equipment faults to the Duty Manager
- To be confident in how to deliver tours for wheelchair users and for those with restricted mobility

First Aid

- To report any First Aid incidents to the Duty Manager
- To assist the Duty Manager with any incidents where required
- To know where all first aid equipment is stored

Merchandise

- To be knowledgeable about all Bristol Old Vic merchandise
- To be knowledgeable about all Bristol Old Vic packages and offers
- To actively upsell Bristol Old Vic products according to training

- To assist the Duty Manager with stock management and upkeep

General

The following responsibilities are shared by all staff members of Bristol Old Vic:

- To work for the benefit of the whole organisation
- To comply with all Bristol Old Vic policies including Equal Opportunities, Dignity at Work, RESPECT Charter, Safeguarding, Health & Safety and other policies included in the Staff Handbook
- To attend regular staff meetings and other departmental meetings that may be arranged
- To keep up to date with the activities of the organisation
- To carry out administrative tasks that arise from the job
- To undertake additional duties as may reasonably be required
- To attend any training that may be mutually agreed on for the development of the post

Person Specification:

Essential:	Desirable:
Able to work regularly (at least twice per month)	Previous experience as a Tour Guide
Passionate about Bristol Old Vic	Certified Blue Badge Tour Guide
Good time keeper	Previous experience working at a Heritage Site
Exceptionally trustworthy	First Aider or willingness to undergo training
Highly reliable person	
Methodical and organised	
Understanding of Health and Safety procedures	
Confident public speaker	
Clear communicator	
Ability to be flexible	

Terms and Conditions

Hours: As per rota to include regular Thursdays and Saturday 10.15am – 11.45am (1.5hrs) and ad-hoc times for private tours.

Salary: £35 per 1.5 hr shift

Probationary Period:

Three months, during which the notice period is one week on each side

Notice period:

Following the end of the probationary period, the notice period is 4 (four) weeks on each side.

Holiday entitlement:

Holiday pay will be allocated on top of your hours as at 12.07% of the hours worked (equivalent to 5.6 weeks per annum pro rata).

No holiday to be taken during the Christmas period (beginning of December through to mid-January).

Conditional Offer of Appointment: Pre-Appointment Checks

Any offer to a successful candidate will be conditional upon:

- Receipt of at least two references which are satisfactory to Bristol Old Vic (if these have not already been received). References produced by candidates will not be accepted.
- Verification of identity and Right to Work in the UK
- The successful applicant will be required to undergo an Enhanced Disclosure and Barring Service Check (formerly CRB check), the cost of which will be met by Bristol Old Vic.

If the successful applicant has already undergone an enhanced DBS check and signed up to the [DBS Update Service](#), then Bristol Old Vic can check their status online