



JOB TITLE: State Room and Tour Guide/Language Guide
RESPONSIBLE TO: Interpretation Team Manager

ROLE SUMMARY

You will maximise visitors' enjoyment of Alnwick Castle through excellent standards of service, stewarding Alnwick Castle's State Rooms and engaging with visitors and conducting guided tours and talks in the Castle grounds, State Rooms and Great Kitchen. You may also be required to steward and Guide in the Great Kitchen and larders. You will have an awareness of security and fire safety procedures, the Castle's role as home to the Duke and Duchess of Northumberland, and the full visitor experience.

MAIN DUTIES AND RESPONSIBILITIES

Excellent customer service and presentation

You are part of the public face of Alnwick Castle; friendly, welcoming and approachable at all times. The ability to communicate clearly and articulately is essential. You must be able to demonstrate that you can work as part of a small team, as well as being able to work on your own.

Knowledge

When interacting with visitors you may relay information, or be asked questions about a wide variety of subjects, tailoring your knowledge and discretion to best engage your audience. You will use your knowledge and presentation skills to develop your guided tours. Training and information will be given in advance of our season beginning. There will be opportunities to be part of our Education Team, engaging with visiting school groups in a variety of ways. There may be opportunities to deliver Have-A-Go archery to visitors. Training would be given in advance.

Fire Warden and other responsibilities

Alnwick Castle is committed to provide safe and healthy working conditions, equipment and practices for all staff. We are also responsible for the welfare of others, including visitors.

You will be trained as a Fire Warden and contribute to fire safety with knowledge of evacuation routes and procedures, taking an appropriate role in the event of an emergency. You will have an awareness of security requirements in the Castle, particularly during peak periods. If selected for First Aid training, you may also have a First Aid responsibility during opening hours. Hours or shifts stewarding entry and exit into the State Rooms and Great Kitchen, queue management and welcome briefings to visitors may be required.

Languages

Alnwick Castle welcomes visitors from all over the world, speaking a wide variety of languages. If you have proficiency or fluency in languages other than English, these skills will help our international visitors enjoy their experience at Alnwick Castle. Please state this on your application.

General

A knowledge of, and compliance with, general procedures will be required, in relation to daily shift patterns, rostering, staffing levels, holiday patterns and similar procedures as outlined in the Castle Staff Handbook, provided during training. In addition, you will be prepared to undertake any other tasks and duties reasonably required by Northumberland Estates or the Duke of Northumberland's Household.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Training, Experience and Qualifications	
- Experience of working as part of a team	- Experience of customer-facing work in a heritage or other large visitor attraction, museum or gallery
Knowledge and Skills	
<ul style="list-style-type: none"> - Keen to develop new skills - Passion for history, art and customer service 	<ul style="list-style-type: none"> - Appreciation and understanding of the importance and historic nature of the site - Prior knowledge of related history and subjects - Ability to speak languages other than English - General awareness of security and fire safety issues - First Aid skills
Interpersonal Skills	
<ul style="list-style-type: none"> - An ability to interact with a wide range of visitors and colleagues - Excellent face to face communication skills - Neat and tidy personal appearance - Reliable and punctual - Ability to work calmly under pressure - Discreet with information - Flexible and adaptable approach to a range of duties and tasks 	<ul style="list-style-type: none"> - Public speaking skills
Particular Circumstances to Consider	
<ul style="list-style-type: none"> - To be prepared to be flexible in working hour patterns. Availability to be rostered to work Saturdays, Sundays or Bank Holidays, working up to 5 days over 7. - Occasional shorter or longer working days, such as assisting with lunchtime cover or key hours in the day, may be required of all members of staff. - Stewarding entry and exit into the State Rooms and Great Kitchen and larders may be required by all members of the Guide team. - To wear and maintain uniform, as provided by Alnwick Castle, to an immaculate standard 	
Physical/Health Requirements (site specific)	
<ul style="list-style-type: none"> - The role will involve standing for long periods of times, and conducting tours in the open air in all weather conditions. - Some areas are only accessible by stairwells, or contain uneven surfaces or have low level lighting. 	

Rates of pay will be shared at interview