



ALNWICK CASTLE

JOB TITLE: **Film Tour Guide/Film Tour Language Guide**

RESPONSIBLE TO: **Interpretation Team Manager**

ROLE SUMMARY

Alnwick Castle's 'On Location' tours, which showcase areas of the castle used on-screen in *Harry Potter*, *Downton Abbey* and more, are a popular part of our visitor experience. As part of the wider Guides team, you will inspire visitors with anecdotes and stories in spots they recognise from films and television. You will have an awareness of security and fire safety procedures, the Castle's role as home to the Duke and Duchess of Northumberland, as well as a great love of film and television.

MAIN DUTIES AND RESPONSIBILITIES

Excellent customer service, presentation and team work

You are part of the public face of Alnwick Castle; friendly, welcoming and approachable at all times. The ability to communicate to large groups of all ages and backgrounds clearly and articulately is essential, maintaining your enthusiasm across multiple tours each day. 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

You will tailor your knowledge to be able to speak with visitors on film, history and other aspects relating to Alnwick Castle. Training and information will be given in advance of our season beginning. You will conduct multiple tours each day, regularly refining your knowledge to help tours remain fresh and exciting. There may be opportunities to join the Education Team, engaging with visiting school groups in a variety of ways. 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. You will 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. If selected for First Aid training, you may have First Aid responsibilities during opening.

When not on tour, you will be required to assist the wider Guide team, covering areas within the State Room and Great Kitchen. You may be asked to help steward visitor entry and exit into these areas, including queue management, managing the entry and exit points and delivering welcome briefings to visitors.

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. You will be prepared to undertake any other tasks and duties reasonably required by Northumberland Estates.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Training, Experience and Qualifications	
<ul style="list-style-type: none"> - Experience of working as part of a team 	<ul style="list-style-type: none"> - Experience of customer facing work in a heritage or other large visitor attraction - Public speaking experience - Experience of working in film, television or related fields
Knowledge and Skills	
<ul style="list-style-type: none"> - Keen to develop new skills - Passion for and interest in film and television, and customer service - Good memory and recall skills across multiple tours each day 	<ul style="list-style-type: none"> - Appreciation and understanding of the importance of historic nature of the site - Prior knowledge of <i>Harry Potter</i> and other films or series made at Alnwick - 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 and public speaking skills - Neat and tidy personal appearance - Reliable and punctual - Ability to work calmly under pressure - Flexible and adaptable approach to a range of duties and tasks 	<ul style="list-style-type: none"> - Voice projection skills - Ability to maintain enthusiasm whilst delivering information throughout the day
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 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 mostly be external and so must be prepared to be outside, potentially for extended periods, in all weathers and temperatures. - Some areas are only accessible by stairwells, contain uneven surfaces or have low level lighting. 	

Rates of pay will be shared at interview