MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Tour Guide

Department: Tours & Museum
Reporting to: Tours & Museum Manager
Contract: Zero Hours Contract

KEY PURPOSE OF ROLE

To act as an ‘Ambassador’ of the MCC, by being well-presented at all times and offering a warm and open welcome to all visitors to the ground.

To provide exceptional Tour experiences for visitors to Lord’s through effective and relevant communication of MCC, Lord’s Cricket Ground, its history and facilities.

KEY TASKS AND ACCOUNTABILITES

- Conduct Tours of Lord’s Cricket Ground approximately 30 minutes to 4 hours in length, to the specification provided by the Tours Office Staff.
- Ability to talk to and hold interest of large and varied groups of visitors from school groups to formal dinner events.
- Observe visitor behaviour and provide the Tours Office with feedback on ways in which the visitor experience could be improved.
- Provide details of availability to the Tours Office Staff at least four weeks prior to the start of the roster period.
- Provide visitors with information regarding other services and facilities MCC offers.
- Ability to communicate to a range of ages, nationalities and deliver Tours for various situations.
- Willingness to deliver a range of tour types- e.g. Children’s Tours, Corporate Events, Players’ Dining Room, Hosted Players’ Dining Room, Beyond the Boundary, Cricket on Canvas etc.
- In consultation with the Tours Office, to demonstrate a flexible approach in varying the Tour dependent on the size and nature of the group or the conditions prevalent within the Ground.
- To establish and maintain good working relationships with colleagues and Departments throughout the Ground.
- Attend Departmental meetings as required.

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.

VARIATIONS OF JOB RELATING TO MAJOR MATCHES

- Attendance at all major match days, including weekends.
- Any other duties as required whether in the Department or elsewhere around the Ground.

VALUES AND BEHAVIOURS

- Have a positive and proactive approach to all elements of the role.
- Take responsibility for own actions and outputs.
- Be respectful to all MCC employees, casual workers, Members and visitors.
- Actively promote team work by supporting others and sharing knowledge.
- Deliver high quality work/service in a timely way.
- Actively work to help improve standards across the Department.
HEALTH AND SAFETY

• At all times be responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
• To report any unsafe practices, equipment or circumstances as appropriate.
• Comply fully with relevant security policies and procedures.
• Be familiar with fire procedures and evacuation procedures and be prepared to operate when/if trained as a Fire Warden.

PERSON SPECIFICATIONS, SKILLS AND QUALIFICATIONS

Essential:
• Excellent face-to-face customer service skills and the ability to deal professionally with high volumes of people in a sometimes very busy environment.
• Knowledge of cricket.
• Interest in MCC and Lord’s Cricket Ground.
• Ability to accurately remember facts and information.
• Excellent verbal communication skills.
• Experience of working in a fast moving customer facing role.
• Ability to work under pressure and handle multiple demands at any given time.
• Strong interpersonal skills to develop and maintain working relationships with colleagues, MCC staff from all departments and visitors to the Ground.
• Professional appearance.
• Good timekeeper.
• Willingness to learn, take guidance and instruction and learn Museum lock up procedures.
• Physically fit (please note Tours include long periods of walking and stairs).
• Flexible and happy to work within frequently changing conditions.
• Willing to work weekends, holidays and across a range of Tour types.

Desirable:
• Ability to speak multiple languages.
• Interest in art and/or architecture.
• Microsoft Office skills.
• Qualifications in first aide (including CPR).
• Experience gained in a sporting venue or any other business/establishment with high standards of customer service is preferred.

Written by: Laura Hartwell
Date: 27th January 2020

Accepted by:
Date:

WORKING AT MCC

Gym  Canteen  Pension  Flexible Hours  Tickets  Maternity  Health Insurance  Cycle to Work  Holiday