MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Tour Stewards

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

**KEY PURPOSE OF ROLE**

To help conduct Tours of Lord’s Cricket Ground by safely stewarding the group to the specification provided by the Tours Office Staff while ensuring an exceptional Tour experience for visitors to Lord’s through effective and relevant communication.

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 while ensuring all customers and staff are safe.

**KEY TASKS AND ACCOUNTABILITIES**

- Escort guests from the gates to the museum and show them to the bathrooms or around the ground as directed by staff.
- Assist the Tour Guide in stewarding the group around the ground and through different areas which may include helping those with accessibility needs in restricted areas and across a range of different tour types.
- Act as an information point between the tour guide and the office via radio communication throughout your shift.
- Ability to maintain calm under pressure and able to direct customers in a polite and firm manner to make sure safety and security procedures and ground regulations are followed at all times.
- Observe visitor behaviour and provide the Tours Office with feedback on ways in which the visitor experience could be improved.
- Ability to effectively communicate with customers and other staff members on a variety of issues.
- 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.
- To establish and maintain good working relationships with colleagues and Departments throughout the Ground.
- Attend Departmental meetings and training 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.
• Strong interpersonal skills to develop and maintain working relationships with colleagues, MCC staff from all departments and visitors to the Ground.
• Professional appearance.
• Calm and unflappable.
• Good timekeeper.
• Excellent verbal communication skills.
• Ability to maintain control over groups of visitors.
• Experience of working in a fast moving customer facing role.
• Ability to work under pressure and handle multiple demands at any given time.
• 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.

Desired
• Ability to speak multiple languages.
• Qualifications in first aide (including CPR).
• Prior stewarding experience, while welcomed, is not essential.
• Experience gained in a sporting venue or any other business/establishment with high standards of customer service is preferred.

Written by: Laure Hartwell
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WORKING AT MCC