MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Tours & Museum Administrator

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

KEY PURPOSE OF ROLE

To support Marylebone Cricket Club’s (MCC) Tours of Lord’s and deal efficiently with general enquiries received via telephone, face to face or by email.

KEY TASKS AND ACCOUNTABILITIES

- Carry out day-to-day administrative tasks, including responding to enquiries, telephone calls, emails and daily paperwork.
- Schedule public and private Tours.
- Ensure that advance bookings are confirmed, paid for and have all the information prior to Tour.
- Help allocate work to Tour Guides, Museum Attendants and Tour Stewards.
- Create and distribute the weekly Tour programme.
- Provide the Tour Guides with background information on group, update access details, Tour routes, organise Tour Stewards as appropriate.
- Assist in the coordination of the daily operations of the Tours i.e. organise staff and communicate changes that may occur during the day.
- Financial reconciliation of the day-to-day running of Tours.
- Support colleagues in Tours and in the Museum.
- Arrange the cleaning of uniforms as required.
- Evening duties including close down procedures and preparations for the following day’s events.

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 customer service skills.
- Excellent standard of communication with colleagues, staff and visitors.
- Office / administrative experience.
- Prioritisation, organisation and time management skills.
- Ability to work and use initiative.
- Personable.
- Computer literate, including Microsoft Excel and Word.
- Experience with online booking systems.
- Excellent written and spoken English.
- High standard of personal appearance.
- Calm under pressure with confident demeanour.
- Experience of dealing with challenging individuals.
- Excellent telephone skills.
- Flexible approach to working hours and work content.
- Reliability and good time keeping.

Desirable:
- Knowledge and an interest in Cricket, Lord’s / MCC.

Written by: Laure Hartwell
Date: 27th January 2020

Accepted by:
Date:

WORKING AT MCC

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