



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Tour Steward- (Casual Worker) (Zero-Hours)

Department:	Tours & Museum
Reporting to:	Tours and Museum Manager
Contract type:	Casual Worker Agreement

DIMENSIONS OF ROLE

Shifts are generally scheduled between 8:00 AM and 8:00 PM, seven days a week. However, on match days or during major events, working hours may vary and could extend into the evening for late games.

KEY PURPOSE OF ROLE

The key purpose of this role is to enhance the visitor experience at Lord's Cricket Ground by assisting with the smooth operation of Tours, ensuring guest safety, providing helpful information, and supporting the Tour Guides in delivering an engaging and memorable experience for all visitors.

KEY TASKS AND ACCOUNTABILITIES

- Escort guests from the gates to the Museum and assist them with navigating the ground, including directing them to restrooms or other facilities as required.
- Provide assistance to visitors with accessibility needs, ensuring they can enjoy the Tour and access restricted areas as needed.
- Help the Tour Guide manage the group throughout the tour, ensuring everyone stays on schedule and engaged.
- Provide support in specific areas, such as guiding visitors through different parts of the ground, including restricted or special-access areas.
- Act as a communication link between the Tour Guide and the Tours Office using radio communication, ensuring smooth operations throughout the shift.
- Report any issues, visitor feedback, or relevant observations to the Tours Office.
- Ensure that all visitors follow safety procedures and ground regulations during the tour.
- Maintain calm and composure under pressure, directing guests in a polite but firm manner to ensure a safe and secure environment.
- Observe visitor behavior and report any concerns or suggestions for improving the overall visitor experience to the Tours Office.
- Establish and maintain good working relationships with colleagues and departments throughout the Ground.
- Provide availability to the Tours Office at least four weeks prior to the start of the roster period to assist in effective tour planning.

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.

HEALTH AND SAFETY

- Responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
- Report any unsafe practices, equipment, or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Familiar with fire procedures and evacuation procedures.

VALUES AND BEHAVIOURS

EXCELLENCE

- Striving for excellence in every aspect of the MCC's operations.
- Valuing continuous improvement, pushing boundaries to achieve the best outcomes for Members, players and visitors.
- From the world-class cricket schedule to the maintenance of Lord's Cricket Ground, we aim to drive forward the game of cricket.

TEAMWORK

- Creating a cohesive and supportive environment to create shared goals and responsibilities.
- Success in our team performance benefit all who come to Lord's.
- By valuing teamwork at MCC we create a positive and inclusive environment.

INTEGRITY

- Striving for honesty, fairness and ethical conduct in all aspects of cricket.
- Integrity, both on and off the field of play, is at the heart of MCC.
- Promote a culture of sportsmanship celebrated by those within the Club and those who visit to play or watch.

PERSON SPECIFICATIONS, SKILLS, AND QUALIFICATIONS

- Strong verbal communication skills to interact with visitors, tour guides, and other team members.
- Ability to provide clear instructions and information to visitors in an engaging and approachable manner.
- Proven ability to deliver outstanding customer service, handle inquiries, and resolve issues in a professional and friendly way.
- Ability to work well as part of a team, collaborating with colleagues and contributing to the overall success of the visitor experience.
- Strong attention to detail to ensure all procedures are followed, and the visitor experience is seamless and enjoyable.
- Ability to manage and resolve challenges or unexpected situations during tours, remaining calm under pressure.
- Comfortable with standing, walking, and assisting visitors for extended periods, including navigating large or crowded areas.
- Ability to adjust to varying group sizes, tour types, and shifting priorities, maintaining a positive and professional attitude.
- Comfortable using radio communication to coordinate with the Tour Guide and the Tours Office during shifts.
- A good understanding of Lord's Cricket Ground, its history, and its key features (or willingness to quickly learn), to provide accurate and engaging information to visitors.
- A professional appearance and attitude, with the ability to maintain high standards of conduct and customer service.
- Experience in a hospitality, tourism, or event management setting is an advantage.
- A genuine interest in cricket or sports, with enthusiasm for sharing this passion with visitors.
- Proficiency in an additional language would be beneficial for communicating with international visitors.
- A warm, welcoming personality that helps create a positive atmosphere for all visitors.
- Ability to handle busy or stressful situations with a calm, collected manner.
- A focus on providing a high-quality experience for every visitor, ensuring their safety, comfort, and enjoyment.