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| **Role Title** | **Leading Public Tours** |
| **Department** | Creative Learning, Fundraising, Interpretation and Sales |
| **Team** | Creative Learning, Fundraising, Interpretation and Sales  |
| **Responsible To** | Creative Learning Producer: Volunteers and Interpretation Learning & Volunteer Administrator |
| **Overall job purpose** | Following on from the success of the historical tours we’ve run over the past four years, we are looking for more volunteers to join our friendly team to help us deliver our programme of heritage tours and walks across Alexandra Park and Palace. |
| **Key internal relationships** | Creative Learning Producer: Volunteers and Interpretation Learning & Volunteer Administrator |
| **What will you be doing:**  | * Act as a **Tour Guide** whose role includes tasks such as but not limited to: Welcoming and greeting visitors at the start of the tour; Leading guided tours lasting approximately 60 minutes (Historical guidance information and training will be provided.); Engaging and talking with the visitors about the history and use of the Park and Palace past, present and future and answer questions about the new East Court and our restoration efforts.
* Act as a **Steward** whose role includes task such as but not limited to: Assisting tour guides in keeping the tour group together on the route and on time; Engaging and talking with visitors about the history and use of the Park and Palace past, present and future and answer questions about the new East Court and our restoration efforts; Take photographs of the tour for our website if requested.
* **Front of House** attendant whose role includes tasks such as but not limited to: Welcoming and greeting visitors; Register visitors for tours, answer questions and help with wayfinding; Encouraging tour groups to complete evaluation forms.
* **All roles** will include: Talking about the opening season of the theatre and the fundraising projects; Encouraging tour groups to complete evaluation forms; Encouraging visitors to make a contribution to the fundraising appeal.
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| **What are we looking for:**  | *Essential***Education / Qualifications / Memberships**NA**Experience*** Experience is not essential but is desirable. Full training will be provided.

**Skills and Knowledge*** Friendly, approachable and confident
* Enjoys interacting with people of all ages, backgrounds and abilities
* Interest in continually learning about the history of the Park and Palace
* Strong communication skills and a good level of Spoken English
* Reliable with good time-keeping skills
* Happy to work independently or as part of a team
* Organised and takes initiative
* Ability to adhere to Alexandra Park and Palace Health and Safety Policy at all times.
 | *Desirable** Front of House Usher
* Stewarding small and/or medium scale events
* Hospitality experience
* Customer facing role
* Customer Service experience
* Previous Tour Guide experience
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General Obligations

1. **Health and Safety**

All volunteers have a duty to uphold the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

1. **Equality**

Commitment to equality of opportunity in the service we provide to our customers and as an employer.

1. **Safeguarding**

Demonstrate commitment to safeguarding of children, young people and vulnerable adults.

1. **GDPR**

To handle personal data in accordance with the organisation’s data protection policy and to record all processing activities in the organisation’s data register where appropriate.

**Behavioural Competency Framework – Volunteers**

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|  | **We Will** | **We Won’t** |
| We are **Collaborative** | * Look out for and support each other
* Help less experienced volunteers and employees
* Try to help customers and visitors who have challenges or complaints and take them to the right person
* Be flexible and support wherever needed
* Build relationships with all
 | * Say “no” when asked to help
* Cancel - except in extreme emergencies
* Let others down
* Be overly precious about what we do
* Work in isolation
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| We are **Bold** | * Actively provide feedback to the organisation
* Share our ideas and experience freely with all– what we do elsewhere that makes a difference
* Be open to new ideas and new ways of doing things
 | * Keep ideas for improvement to ourselves
* Act unenthusiastically
* Make assumptions and blinker creativity
* Have rigid opinions on how things should be done
* Dismiss the ideas of others
* Make the same mistakes
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| We are **Passionate & fun** | * Demonstrate enthusiasm and excitement all we do
* Spread the word about Ally Pally at every opportunity
* Praise colleagues for a job well done
* Be friendly and cheerful
* Bring energy and fun to the role
* Inspire others through our own self-motivation
 | * Ever say “I’m only a volunteer”
* Look bored and disinterested when volunteering
* Act in an unfriendly manner
* Give up when the going gets tough
 |
| We are **Resourceful** | * Demonstrate a can-do attitude and share ideas and solutions to problems
* Think outside the box
* Anticipate our customer’s and visitor’s needs
* Be reliable and deliver what is asked of us
* Deliver on our promises
 | * We won’t assume that someone else will do it
* Say it is someone else’s responsibility – we will take ownership
* Won’t be wasteful with time and resources
* Grumble & moan
 |
| We are **Open & Genuine** | * Show tolerance and patience with all
* Welcome new volunteers and share our knowledge and experience
* Work as equals and respect each other
* Arrange socials and lifts
* Acknowledge the experience of others when we don’t know something
* Put aside personal bias and judgments
 | * Judge other volunteers for their level of input
* Point score
* Act in a superior or bossy way
* Criticise others or Ally Pally in front of members of the public or other volunteers
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