

NATIONAL MINING MUSEUM SCOTLAND

JOB DESCRIPTION

Post Title	Tour Guide
Department	Visitor Services
Reports to	Commercial and Audience Development Manager

BACKGROUND

National Mining Museum Scotland Trust (NMMST) is the national body responsible for the preservation and interpretation of Scotland's Mining Heritage. Our core purpose is to preserve our internationally important collection and estate through encouraging and supporting a wide ranging audience through access and participation in visitor experiences and developing learning resources.

TOUR GUIDE AIMS

Visitors are essential to the success of the Museum and the Visitor Services front of house team and we aim to exceed their expectations. Tour Guides are key to providing a 5 star experience to our customers in keeping with the Museum's aims and objectives. Tour Guides are responsible for providing guided tours within the allocated times, engaging visitors in the exhibition floors, orientating visitors and making sure they have all the information they need to enjoy their visit. Tour Guides inform visitors about the amazing work we do and promote all aspects of the museum.

PURPOSE OF POST

- To provide a high quality visitor experience to ensure that NMMST visitors of all ages have an enjoyable experience that informs, educates and inspires.

KEY RESPONSIBILITIES

- Greet each visitor in a professional, friendly and approachable manner
- Provide an engaging, informative tour whilst keeping to allocated tour times
- Liaise with Visitor Services Assistants regarding visitors and tours
- Refer to the Visitor Services Officer for day to day operational queries

- Ensure familiarity and commit to NMMST Health and Safety and Fire Safety policies, procedures and guidelines
- Advise on Health and Safety and Fire Safety and other information to visitors during their visit
- Maintaining a safe and clean working environment
- Regularly check exhibition/museum gallery areas and report any issues

- Assist in the preparation and delivery of educational tours, learning activities, museum events and Trade Fairs.
- Inform visitors about NMMST programmes and events
- Proactively encourage visitors to undertake visitor surveys
- Promote the fundraising ambitions of the museum to encourage visitor donations
- Serve as an advocate for NMMST illustrating and demonstrating to the public and visitors of the value of the mining heritage and our nationally recognised collection

- Using allocated keys to open up the museum visitor route and when required lock up the museum at the end of the day
- Undertake relevant training required for you to perform your job
- Cover holiday and sickness for other tour guides
- This list is not exhaustive and you may be required to undertake other duties and that may be reasonably required by NMMST

	Essential	Desirable	Measured by
Qualifications, Experience, Skills and Attributes			
<p>Applicants should meet at least one of the following four requirements:</p> <ol style="list-style-type: none"> 1. Demonstrable experience working in the UK Mining industry <p>OR</p> <ol style="list-style-type: none"> 2. Experience of working in the arts / museum / cultural heritage sector <p>OR</p> <ol style="list-style-type: none"> 3. Experience delivering guided tours, educational activities or events <p>OR</p> <ol style="list-style-type: none"> 4. Relevant Qualification / Degree (ex: history, tourism, science/engineering, education, etc.). 	X		Application form; interview questions; any relevant certificates to be produced at interview
Knowledge of the Scottish Mining Industry		X	Application form; interview questions
Effective verbal and written communication skills	X		Application form; interview questions; probation period
Ability to work flexibly as part of a team	X		Application form; interview questions; probation period
Ability to explain information and concepts to a diverse audience (examples: children, adults, school, those with English as a second language, etc.)	X		Application form; interview questions; probation period
Understanding of effective customer care/visitor service	X		Application form; interview questions; probation period
Proficient user of Microsoft Office suite products		X	Application form; probation period
Other			
Ability to work weekends and public holidays	X		Application form; interview questions; probation period
Ability to work the occasional evening		X	Application form; probation period

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MUSEUM OPENING HOURS

National Mining Museum Scotland is open 7 days a week all year.
1000 - 1700, April to October
1000 -1600, November to March

WORKING PATTERN

Part-time Permanent

Tour Guides work on a rotational shift pattern as followed:

Apr to Oct – **7 days on then 7 days off**

Nov to Mar – **7 days on then 14 days off**

Fixed-Term Seasonal

Seasonal contract from June to October 2019. A seasonal tour guide is required to work to cover large group and school bookings, tour guides holidays and sickness. Due to the nature of the business hours will vary but be consistent.

SALARY

£8.21 per hour, paid in monthly arrears (increases to £8.30 per hour after 6 months)

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