

Job Description

Job Title:	Tour Guide
Reporting to:	Customer Engagement Manager
Department:	Ticket Office
Work Pattern:	Flexible
Contract type:	Zero Hours
Location:	Scottish Gas Murrayfield, Edinburgh

Overview and Purpose

We are looking for friendly and confident individuals to join our team of tour guides. You will be expected to conduct informative and entertaining guided tours of Scottish Gas Murrayfield Stadium for members of the public and pre-arranged private tours. Public and private stadium tours run Monday-Saturday, subject to events, so flexibility and Saturday availability are essential. As a representative of Scottish Rugby, successful applicants will uphold our values of respect, leadership, achievement, engagement and enjoyment ensuring that all our visitors enjoy a memorable visit to Scotland's national rugby stadium.

Key Responsibilities and Accountabilities: -

Provide excellent customer care at all times

- Welcome individual visitors and groups to the stadium and impart essential Health & Safety guidance prior to commencing the tour
- Conduct an inclusive tour that accounts for differing access requirements
- Ensure all key tour highlights are covered, tailoring presentation style to the audience
- Answer queries or questions in an appropriate manner as a representative of Scottish Rugby
- Positively endorse the sport of rugby, Scottish Gas Murrayfield Stadium and Scottish Rugby's principal sponsor, retail, and hospitality partners

Maintain excellent site and personal standards

- Inspect the tour route ahead of opening to ensure all areas are accessible, presentable, and in working order, reporting any issues to the relevant departments in a timely manner
- Wear Scottish Rugby attire (provided) that conforms to our current brand guidelines
- Your I.D. pass should be worn and visible at all times
- Work cooperatively with other departments to enable a safe and enjoyable experience for our visitors - Ticketing, Macron Retail, Security, Facilities and Health and Safety

Health & Safety

- Follow site procedures for arrival and departure
- Follow Health and Safety policies while onsite and during tour.
- Carry out any required Health and Safety training in person or online

- You are responsible for your tour party therefore ensure visitors always remain with the tour guide during the tour
- Knowledge and understanding of emergency procedures
- Secure all areas of the tour at the close of the day

Being successful in this role means you'll have:

Essential skills, experience and knowledge:

- Relevant experience of working in a public facing role such as customer service
- Exhibit an excellent public persona which is welcoming, patient and understanding
- Demonstrate excellent inter-personal skills of open communication
- Have excellent time management skills, conducting tours within the allocated time
- Be flexible and helpful with colleagues and visitor.
- Have an understanding of and exemplify Scottish Rugby's values of respect, leadership, achievement, engagement and enjoyment

Desirable skills, experience, and knowledge:

- Previous experience in a tourism or heritage setting
- Tour guide or storytelling experience
- Passion for history and sporting heritage
- Foreign language – particularly French

Key qualifications or attainments required:

- No formal qualifications required.

Additional requirements:

- Appropriate level of physical fitness to be able to undertake several tours during a day