



Role Profile

Role Title:	Tour Guide
Reporting to:	Marketing & Heritage Manger, General Manager
Purpose:	To provide our visitors with an exceptional experience during their visit to the Mill. Demonstrating the Mill machinery and schematics and explaining the stories and history of the Jordan family to visitors during their tour.

Main Responsibilities

We are looking for a talented individual to join our team at Jordan's Mill to guide our visitors around our historic Mill. Visitor will be invited to step back in time and explore the home to the Jordan family for over 150 years and see first-hand how flour was once produced here. Our Tour Guides have a varied role working to ensure that all our visitors have a fabulous experience. We offer two types of tour; a self – guided tour where visitor use a booklet to enhance their visit and are accompanied by a room steward and a fully guided tour where visitors are accompanied by a tour guide for the duration of their tour (approx. 45mins to an hour).

Mill & Shop

1. Our knowledgeable and friendly tour guides take visitors on a fascinating tour of the Mill including a demonstration of the milling machinery and tales of the Jordan family's journey from farming and milling to cereals.
2. Provide a bright, friendly and professional reception to all visitors to Jordans Mill.
3. Demonstrate a love for working with people and a passion for making history come alive.
4. Enjoy storytelling.
5. A good communicator with plenty of positivity.
6. Enjoy working as part of a team.
7. You will ideally have previous experience of working in a similar environment and be able to interact and engage will with visitors of all ages.
8. Your role will be to learn all about our history, learn the script and in your own style, bring it all to life, whether you are welcoming a group, families or individuals.
9. You'll also be responsible for attracting visitors to take a fully guided tour as well as answering their questions to make their experience truly memorable.



General Support Tasks

1. In between tours in quieter periods, helping in the Mill Shop.

Visitors

1. Greet and interact with visitors, showing exceptional standards of customer care at all times;
2. Take an active interest in and engage with visitors to provide a knowledgeable source of information on the history of the Mill and the Jordan Family.
3. Be conversant with the history and heritage of the Jordan's brand and site;
4. Effectively direct visitors to all parts of the site, including café, toilets, outdoor sites, Mill Shop, Mill Garden, Woodland and Meadow.

Health & Safety / Environmental Health /

1. Implement the legal obligation to maintain a safe working environment at all times;
2. Follow the company's procedures, as described in the Health & Safety Policy,
3. Take active responsibility for maintaining own health & wellbeing and working within personal limits for manual handling;
4. Report concerns or anything unsafe to the Management team or other member of the senior team as appropriate, and to report accidents and near misses in the accident book.

Team

1. Be an active team member and work to ensure good teamwork and communication is achieved;



General

1. Attend work punctually with a clean and smart appearance
2. Observe the policies and procedures set out in the Employment Handbook.
3. Undertake any other tasks that may be reasonably requested.

Person Specification

Knowledge, skills & experience

- Experience within visitor attractions sector in a customer service role or as a room steward or tour guide;
- Excellent understanding and demonstration of customer service;
- Naturally communicative, with the ability to create warm and welcoming environments;
- Confident in dealing with the public, issuing safety information and guidance, confident talking to groups with previous experience in a similar environment;
- Good communicator and interested in history;
- Good team worker with the ability to show initiative;
- Trustworthy and responsible;
- Willing to undertake training and development relevant to the role;
- Interested in our heritage and willing to actively engage and converse with visitors about Jordan's Mill and the history of the Mill.

Signed by Employee: _____ Date: _____