

JOB DESCRIPTION

JOB TITLE: Casual Tour Guide

DEPARTMENT: Stadium Tours

REPORTS TO: Stadium Tours Manager

LOCATION: Tours Office at the Etihad Store

CLOSING DATE: March 2nd 2018

Job purpose

You will be part of a team that will deliver first class behind the scenes tours of the Etihad Stadium and the City Football Academy. The role will also include front of house duties including the sale of Tours tickets and the taking of souvenir photos.

Key responsibilities

- To be a brand ambassador for Manchester City FC BY conducting engaging tours of the Stadium and CFA to a wide audience.
- To utilise IT systems to perform telephone bookings, sell tickets and sell souvenir photos.
- To ensure all tours are delivered to the agreed operations and security procedures.

General responsibilities

- Compliance with Club policies
 - Compliance with the Club's health and safety procedures
 - To undertake such other duties as may be reasonably expected
 - To maintain professional conduct at all times
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Key relationships

Internal

- Head of Stadium Tours
- Stadium Tours Manager
- Senior Guides
- Guiding Team.
- Retail Team
- Ticketing Team
- Security Team

External

- Supporters / visitors
- Partners of the Club

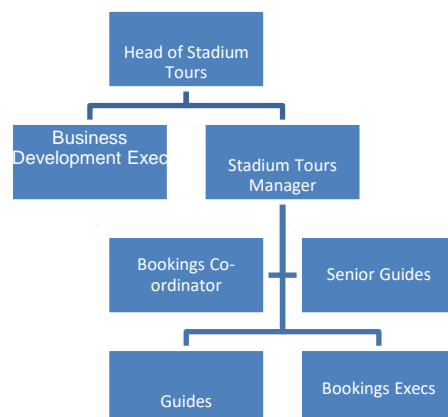
Scope of job

You will be part of a team responsible for delivering an all-encompassing experiential interactive tour of Manchester City Stadium and Club to a range of group sizes and ages and for the daily front of house services, setting and ensuring the highest standards of customer service and safety for MCFC's employees and customers. You will also be required to deliver CFA tours as and when required.

This position is a casual position with most of the shifts allocated at weekends, on match days and during school holidays.

You must therefore be available to work at these times.

Organisation chart



Person Specification

**Job Title: Casual Tour Guide
Stadium**

Department/Location: Stadium Tours/Etihad

Knowledge: the level and breadth of knowledge to do the job e.g. understanding of a defined system, method or procedure, legal or regulatory frameworks etc

Essential

An understanding of the history and heritage of Manchester City Football Club.

Desirable

Knowledge of English and European football and Manchester as a City.
Knowledge of the evolvement of the Etihad Campus

Technical/work-based skills: skills specific to the job e.g. language competence, typing skills, coaching skills etc

Essential

Exceptional customer service skills.

Excellent story telling skills.

Proficient in the use of a PC and MS Windows based applications.

A football supporter.

Desirable

Fluent in a foreign language.

General skills and attributes: more general characteristics e.g. flexibility, communication skills, team working etc

Essential

Enthusiasm and willingness to be flexible in approach to achieve desired outcomes.

Pro-active and engaging style.

Friendly and easy to get along with.

Strong 'can do' approach.

A team player at all times.

Remain calm under pressure.

High work commitment.

Willing to self-evaluate and work towards continuous improvement.

Commitment to equal opportunities.

Desirable

Experience: proven record of experience in a particular field, profession or specialism. Any period of work required must be appropriate and not excessive.

Essential

Experience of presenting to groups

Experience in a customer service organisation.

Experience of managing/controlling large groups/parties.

Experience of working with children.

Desirable

Acting or directing experience is desirable.

Qualifications: the level of educational, professional and/or occupational training required

Essential

GCSE Maths and English - C grade or above.

Desirable

Customer Service qualification.