EXETER CITY COUNCIL

Job Description

JOB TITLE	**:**	Underground Passages Visitor Guide
GRADE	:	D
POST NO	**:**	2373/2375/0282
DIRECTORATE	**:**	Place
UNIT	**:**	Culture
REPORTS TO	**:**	Cultural Facilities and Programming Manager/Underground Passages Supervisor
RESPONSIBLE FOR	**:**	No Staff
LIAISON WITH	**:**	Culture service, Underground Passages Supervisor, Visit Exeter, local businesses & members of the public

MAIN PURPOSE

To provide an efficient customer friendly guiding service to members of the public visiting the Underground Passages and other City-Council owned visitor attractions.

MAIN DUTIES & RESPONSIBILITIES (MDR)

1. Providing the first point of assistance to the public using the Underground Passages, answering questions both by telephone and in person, offering information about the Underground Passages, displays and related matters.
2. Guiding organised parties and members of the public through the Underground Passages in accordance with the Council's health and safety and insurance policies. Operating all necessary equipment on the premises.
3. Safeguarding the public by preserving good order and discipline by taking responsibility for them in emergency situations (e.g. fire alarms etc) and generally ensuring that their visit is pleasant and safe.
4. Collecting and accounting for cash in respect of sales of goods, tickets and admissions using manual and computerised records, operations of tills in accordance with financial regulations and responsibility for cashing and cash floats, as appropriate. Operating the reception and shop sales point.
5. To be prepared to work at weekends and in the evenings.
6. To be responsible for locking up the buildings after closing time to ensure all visitors have left the premises. Operating any electronic or other security/surveillance equipment in accordance with Health and Safety Regulations.
7. Acting as key holder for the Underground Passages to occasionally be on call for emergencies

arising at the Underground Passages.

8. To offer a group booking service at the Underground Passages and to assist in monitoring visitor numbers, income generation and on occasion to undertake customer surveys.
9. Assist school parties in using and handling the collections. To wear period or other costume to enhance the enjoyment of visitors, as required.
10. Cleaning of special areas such as displays and stores and maintaining the Underground Passages to allow safe access by the public, in accordance with Health and Safety Regulations.
11. Assistance in the maintenance of environmental control and monitoring equipment, and the video presentation at the Underground Passages.
12. To assist in the promotion of the City's heritage and on occasion to attend tourism exhibitions.
13. Any other duties commensurate with the role.

DATE LAST UPDATED: October 2022

Person Specification

JOB TITLE : Underground Passages Visitor Guide

GRADE : D

POST NO : 2373/2375/0282

DIRECTORATE : Place

UNIT : Culture

Qualifications & Knowledge

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Educated to A level standard	E	A, C
Degree	D	A, C
Tourism or heritage qualifications	D	A, C
Customer care qualifications	D	A, C
First aid certificate	D	A, C
Experience of dealing with the public	E	A, I
Good Knowledge of customer care	E	A, I, R
Knowledge of health and safety issues , and the upkeep of historic buildings	D	A, I, R

Special Requirements & Skills

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Cash Handling	E	A, I, R
IT and keyboard skills	E	A, I
Good knowledge of Exeter's history and heritage	E	A, I
Experience of working as a tour guide or in a visitor attraction	D	A, I, R
Retail experience	D	A, I, R

Other

Criteria	Essential/ Desirable (E/D)	Method of Assessment
Self motivated and able to carry out duties with the minimum of supervision	E	A, I, R
Confident under pressure	D	A, I, R
Familiar with audio-visual equipment	D	A, I
Research skills	D	A, I

Criteria	Essential/ Desirable (E/D)	Method of Assessment
To work weekends and evenings as required	E	A, I
European language	D	A, I

CATEGORY: A: Application, **C:** Certificates, **T:** Testing, **I:** Interview, **R:** References.

COMPLETED BY **:** HR
DATE **:** October 2022