

**JOB TITLE**

Stadium Tour Guide Team Leader

DEPARTMENT

Stadium Tours

RESPONSIBLE TO

Stadium Tours Supervisor

RESPONSIBLE FOR

No direct reports

JOB SUMMARY

Responsible for the front of house for Stadium Tours, acting as the first point of contact for tours customers (face to face, over the telephone or by email) ensuring the highest standards of customer service are always maintained. Deputising for the Stadium Tours Supervisor as required, to coordinate and manage Tour Guides

ROLE RESPONSIBILITIES

- Provide exemplary customer service to Stadium Tours customers wishing to enquire or book a tour face to face, over the telephone or by email
- Manage Stadium Tours reception to greet and book in guests, dealing with any in person queries.
- Responsible for monitoring and responding to the Stadium Tours email inbox
- Ensure the ticketing systems is accurate and up-to-date at all times
- Deliver relevant, exact and upto date information to provide an exceptional and informative tour of the stadium to all customers
- As required, Deputise for the Stadium Tours Supervisor to coordinate and manage tour guides in line with business demands
- Ensure all tour guides are aware of their daily roles and responsibilities and that an exceptional and informative tour of the Stadium is delivered
- Assist the stadium tours manager to coordinate tour bookings for internal/external groups
- Conduct health and safety checks of the tour routes, amending tour routes as required when internal events/refurbishments are ongoing to ensure customer safety and journey standards are maintained
- Process and book external vouchers
- Cash handling and reconciliation
- Any other reasonable duties

ROLE REQUIREMENTS

- Perform duties with due regard to club policies and procedures and legislative requirements at all times;
- Ensure implementation of the clubs health & safety, safeguarding, welfare and equality policies to create a safe working environment for all;
- Maintain an awareness of data best practice and ensure working practices are appropriate in collaboration with club's legal/compliance/other relevant functions.
- Undertake continuous professional development (CPD) training and/or additional training as identified or as required.



QUALIFICATIONS & TRAINING

Essential

- GCSE, or equivalent, in Maths and English grade C or above

Desirable

- Microsoft Office/Excel qualifications
- Customer service qualification
- First aid training
- Safeguarding training
- Blue Badge Guide qualification

KNOWLEDGE, SKILLS & EXPERIENCE

Essential

- Experience working in a similar role
- Supervisory experience
- Customer facing experience
- Passion for delivering excellent customer service
- Cash handling and reconciliation
- Strong communication skills (written and verbal)
- Strong IT skills, including experience using a ticketing/CRM system
- Computer literate, comfortable with all aspects of Microsoft Office
- Strong problem solving skills, dealing with live customer issues

Desirable

- Knowledge of Football History
- Understanding of Safeguarding in the workplace
- Good understanding of the Stadium and Club
- Experience working within Stadium Tours

CRIMINAL RECORD CHECK REQUIREMENT

This role requires a criminal records check (CRC) deemed suitable by the Club, at the following level; Enhanced with BLC.

The requirement of a CRC for this role is due to responsibilities relating to children under the age of 18 years and/or adults at risk of harm. Where a role requires a CRC this must be obtained by the Club.



GENERAL STATEMENT

All employees of the Club must at all times carry out their responsibilities with due regards to all policies and procedures and in particular health and safety, confidentiality and data protection.

SAFEGUARDING & WELFARE STATEMENT

The Club is committed to the safeguarding and welfare of all children, young people and adults at risk of harm and requires all staff, volunteers and others associated with the Club to share and endorse this commitment.

As part of this commitment, all staff are expected to undertake regular safeguarding and welfare related training and to ensure the environments in which they work remain safe at all times. This includes ensuring 'best practices' are adopted at all times and incidents or concerns are proactively reported. Safeguarding is considered everybody's responsibility.

EQUALITY, DIVERSITY & INCLUSION STATEMENT

The Club is committed to equality, diversity and inclusion, encapsulated by the Club's brand United As One, and believes in equal opportunities for all. We expect that all staff, volunteers and others associated with the Club share and endorse this commitment in a positive manner. The club does not tolerate any form of direct or indirect discrimination, victimisation or harassment. Your behaviour must align to the principles of equality as outlined in the Clubs equality policy which can be found at www.nufc.co.uk/UnitedAsOne.