



## **Tower Tour Guide**

**Reports to:** Visitor Experience Manager

**Rate of Pay:** £10.65 P/H (18+) £7.69 P/H (16 & 17-year olds)

**Hours:** Zero hours contract. Hours worked out according to need and will include Saturdays, bank holidays and the occasional evening.

### **Overall purpose of the post**

Guides are primarily responsible for providing guided tours of the Abbey tower and delivering a high quality visitor experience. The role also encompasses welcoming visitors.

### **Background**

Bath Abbey is a major centre for Christian worship, a leading venue for tourism and cultural events, and a treasured part of Britain's heritage. It lies at the heart of Bath, occupying a central place in the celebration of worship, special events and the life of this unique and elegant World Heritage city.

The Abbey welcomes hundreds of thousands of visitors and worshippers each year and is one of the most visited places in the south-west region. Providing a warm welcome and excellent hospitality lies at the heart of everything we do and both Staff and Volunteers play an important role in this ministry. With over 20,000 visitors choosing to come on a Tower Tour each year, it is a fantastic opportunity for our guides to share the story of our beautiful building and city.

### **MAIN DUTIES AND RESPONSIBILITIES**

1. Providing a warm and friendly welcome to visitors, helping to make their experience memorable and sharing the Abbey's story and mission through Tower Tours
2. Ensuring the safety of visitors during Tower Tours and the security of the Abbey at all times
3. Ensuring the daily cleanliness and good repair of the Tower, reporting any major defects or issues
5. Handling and counting cash in accordance with the money handling procedures
6. Undertaking any duties that are deemed necessary to support the Abbey's mission of welcome and hospitality including through the shop, the Welcome desk or other duties as may be required.

## **PERSON SPECIFICATION**

### **ESSENTIAL**

#### **Skills, aptitudes and experience**

- A good general education and willingness to learn the history of the Abbey.
- Good communication skills, with an ability to articulate to small groups of mixed ages in an interesting and meaningful way.
- Excellent interpersonal skills and ideally experience of working with the public, with volunteers and other professionals.
- A great team player with the ability and self- confidence to work alone when required.
- Attention to detail with regard to health and safety. No compromises will be made.
- Able to deal calmly and firmly with situations that arise, including managing an evacuation in the event of an emergency.
- Willingness to work flexible hours including weekends and occasional evenings.
- A good level of fitness is essential in this role.

### **DESIRABLE**

- Previous experience of working in the tourism sector
- First aid certificate
- General familiarity with the Church and its core purpose
- Knowledge of health and safety good practice

To submit an application please send a full CV and covering letter of no more than one A4 page which explains why you are a suitable candidate. Please include the details of two references. References will only be taken up once an offer has been made.

Please send your CV and letter to Natalie Cox-Mullings, Human Resources Officer at the following email address: [ncox-mullings@bathabbey.org](mailto:ncox-mullings@bathabbey.org)

**Deadline for applications: Friday 30 July 2021, 5pm**