

JOB DESCRIPTION

JOB TITLE:	Casual Tour Guide
DEPARTMENT:	Stadium and Club Tours
REPORTS TO:	Stadium Tours Operations Manager
LOCATION:	Tours Office, Etihad Stadium

Job purpose

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.

The successful candidate will have an understanding of the history and heritage of Manchester City Football Club, knowledge of English and European football and Manchester as a whole. They will be a flexible team player, have an engaging personality with exceptional story telling skills. You should have strong previous experience of working in a customer service environment, managing/controlling large groups, public speaking and undertaking administrative duties, using office equipment and be proficient with Microsoft Office.

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.

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.
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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

- Stadium Tours Operations Manager
 - Stadium Tours Group Bookings Coordinator
 - Guiding Team
 - Representatives of all Club departments
 - Supporters/Visitors/Partners of the Club
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Person Specification

Job Title: Casual Tour Guide

Department/Location: Etihad Stadium

Knowledge
<p>Essential</p> <p>An excellent understanding of the history and heritage of Manchester City Football Club.</p> <p>Desirable</p> <p>Knowledge of English and European football and Manchester as a City.</p>
Technical/work-based skills
<p>Essential</p> <ul style="list-style-type: none"> • Exceptional customer service skills. • Exceptional telephone manner. • Excellent story telling skills. • Proficient in the use of a PC and MS Windows based applications. • A football supporter. <p>Desirable</p> <ul style="list-style-type: none"> • Fluent in a foreign language
General skills and attributes
<p>Essential</p> <ul style="list-style-type: none"> • 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. <p>Desirable</p> <ul style="list-style-type: none"> • The ability to speak a second language.
Experience
<p>Essential</p> <ul style="list-style-type: none"> • 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

Qualifications**Essential**

- GCSE Maths and English - C grade or above.

Desirable

- Customer Service qualification.