



Role Profile

Post:	Hall Guide
Salary & Benefits:	Meets national minimum wage
Hours:	Part-time hours available
Contract:	Seasonal Fixed Term
Location:	Holker Hall
Reports to:	Head of Visitor Services

Job Purpose:

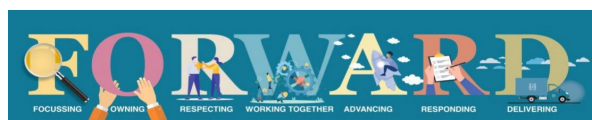
Holker Estate is a busy and diverse estate, covering some 17,000 acres of beautiful countryside in England's South Lakeland. It comprises many diverse business interests ranging from significant agriculture, architecture, tourism, a racecourse, residential and commercial property, quarrying and aggregates, forestry and holiday parks.

As a Hall Guide, you will work within Holker Hall. You will deliver exceptional customer service providing historical information to visitors and supporting the ongoing work to protect and preserve Holker Hall for future generations. You'll receive excellent training for this varied customer facing role and you'll be working with a great team of people who are friendly, welcoming and supportive.

Hours of work are allocated in advance on a rota basis. Holker Hall is open to the public 11am – 4pm, Wednesday to Sunday (with shorter hours in the winter months). Shifts typically cover our standard opening hours, you won't be expected to work split shifts and you will have at least two days off together. You may be required to work occasional evenings for special events and functions. This is very infrequent but a flexible approach to additional hours would be required depending on the needs of the business.

Key Responsibilities:

- To provide excellent customer service, delivering a friendly and welcoming environment for all visitors.
- To check tickets and process guide book sales (cash handling and processing card transactions).
- To provide visitors with historical information about Holker Hall & Gardens.
- To deliver guided tours for group visits as required.
- To support the security of Holker Hall and the contents by patrolling the building, being a visible presence and reporting any items of concern.



- To support the ongoing efforts to preserve Holker Hall for future generations by following object handling procedures and reporting any changes to the fabric of the Hall or the objects within it.
- Promoting the benefits of memberships and special events to visitors.
- Providing information and dealing with visitor enquiries in a proactive, can do manner.
- Keeping the welcome desk clean, tidy and presentable.
- Supporting the Marketing function by assisting in the collection of visitor data.
- To comply with Fire evacuations procedures, supporting the safe evacuation of visitors where appropriate.
- To comply with and uphold Company Health & Safety procedures, and to report any challenges in a timely and effective manner.

Team Structure and Key Interfaces:

- Reporting to Head of Visitor Services
- Working alongside the wider Visitor Services Team
- Liaising and working with other team members within the Holker Group

Skills, experience and qualifications:

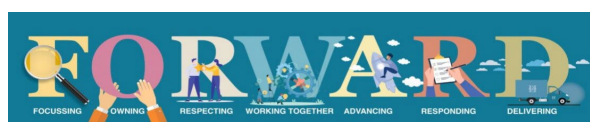
- Excellent customer service - proven experience of working in a customer facing role delivering exceptional levels of customer service.
- Communication – able to communicate clearly and confidently face-to-face and in writing with the ability to tailor your communication style to the needs of the customer.
- An interest in history, and the desire to learn.
- Able to learn and recall historical information correctly.
- Able to deliver guided tours to groups of up to 20 people.
- Able to engage and inspire an audience.
- Able to react to customer needs promptly.
- IT skills, with the ability and desire to learn new systems as required.
- Experience in a similar customer facing environment is desirable but not essential as training will be given.
- Proactive self-starter.
- High level of attention to detail.
- Ability to work both independently and as part of an effective team.

Health & Safety:

- Ensure that the highest level of Health & Safety standards are met at all times, taking responsibility for yourself, colleagues and visitors.
- Able to support the safe evacuation of visitors in the event of an emergency evacuation.
- Follow all company policies and procedures to ensure compliance and safety.

Diversity: The role holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

Other Duties: The duties and responsibilities in this role profile are not exhaustive. The role holder may be required to undertake other duties that may be required from time to time within the general scope of the



post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside the general scope of the post will be mutually agreed with the post holder.

Additional Information:

A variety of contracts are on offer including hours, shifts and day working patterns. Candidates must demonstrate that they can fulfil the requirements of the post but previous experience is not an absolute necessity for all roles, as full training will be given.

The annual leave entitlement for this post is 28 working days (made up of 20 statutory days and eight Public Bank Holidays) per annum. Pro rata for part time.

Holker Group offers an auto-enrolment pension scheme as well as a range of benefits including free entry and discounts across the business. Free entry to a range of partner venues in the UK.

How to apply:

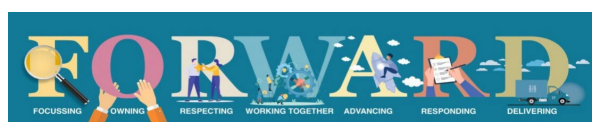
To apply for this role, please send a copy of your CV along with an email stating how you meet the requirements of this role to info@holker.co.uk

For an informal chat about this role, please contact Fran Horne, Head of Visitor Services on 015395 58328.

Role profile written by: _____

Agreed by post holder: _____ (signature)

Name: _____ Date: _____



The Holker Group take pride in their branding and vision ‘**An innovative, thriving group progressing a sustainable legacy for all**’ which encapsulates their values and what they stand for. The ethos being ‘**People. Place. Pride**’ - strive to always adhere to their ethos and vision by operating with a behaviour framework – **FORWARD** (Focusing, Owning, Respecting, Working Together, Advancing, Responding, Delivering) Together with the behaviour framework being delivered through all working practices, standards and behaviours, the Holker Group’s vision is then represented throughout.

FORWARD Performance Framework:

Focussing	<ul style="list-style-type: none"> • Suggests improvements to processes and actions to make these more effective/efficient • Is clear in their analysis and communication of issues and solutions • Considers distractions and reacts to those which are important • Makes the effort to pay attention to detail
Owning	<ul style="list-style-type: none"> • Takes responsibility for all their own actions and decisions • Owns up immediately to mistakes, including having suggestions for fixing any problems arising • Is realistic and honest about their capacity – to avoid taking on too much and then failing to deliver • Demonstrates the required Holker behaviours at all times • Open to feedback both positive and negative • Represents Holker professionally with the public, including in terms of appearance, communication and attitude
Respecting	<ul style="list-style-type: none"> • Considers the impact of their action on others and responds accordingly (e.g. does not return borrowed equipment in a poor condition) • Moderates their behaviour to avoid impacting negatively on others • Gives feedback using emotional awareness, rather than being blunt or glossing-over • Accepts feedback on their suggestions and ideas from a subject matter expert • Ensures every task, process and innovation is Group-compliant; and brings forward any improvements or variances
Working together	<ul style="list-style-type: none"> • Has professional and productive relationships with colleagues across the group • Complies with all company policies, processes and initiatives • Consider the negative impacts on colleague/other teams when making changes/improvements and consult where appropriate • Works collaboratively with own team, with other teams, other divisions, stakeholders and external contacts • Supports all development opportunities for their team, especially to the benefit of the Group, overcoming resource challenges to achieve this • Supports development opportunities within their team
Advancing	<ul style="list-style-type: none"> • Regularly offers suggestions for improvements to processes and tasks • Understands that change can be difficult at first but makes the effort to persist • Welcomes changes suggested by others to “their own” processes, without feeling criticised or threatened and is prepared to consider and implement changes
Responding	<ul style="list-style-type: none"> • Notices that something needs doing – and takes appropriate action • Communicates tactfully but clearly about other people’s ideas, even when not agreeing • Puts into practice all learning, coaching, training and support that has been given; or if still in doubt seeks further clarification. • Makes time to support individuals to develop the requirements (e.g. new skills or behaviour changes) that have been identified
Delivering	<ul style="list-style-type: none"> • Fulfils all elements of their job description, supports others and adds value to the group • Says what they’ll do and then does what they said • Communicates on progress early and frequently, especially if they are meeting obstacles • Assesses a project/task honestly at the outset to identify its challenges; and arranges support and resources to achieve the task • Has a realistic approach to planning and communicating what can be achieved with the resources available

