



Blackburn Rovers Football & Athletic Ltd

Job Description

Job Title:	Tour Guide
Department:	Catering
Based at:	Ewood Park, Blackburn, BB2 4JF.
Reports to:	Catering Manager
Responsible for:	N/A
Hours of work:	As and when required, this may include evening and weekend work. You will liaise with your line manager on a weekly basis on whether you are available or needed for work.
Contractual Status:	Casual worker
<u>1. Job Purpose:</u>	To host tours of the ground at Blackburn Rovers Football Club.
<u>2. Duties and Responsibilities</u>	<ul style="list-style-type: none"> • Prior to any ground tour, to carry out a pre-tour inspection to ensure all memorabilia and props are displayed correctly and are eye catching to the customers. To ensure that customer areas are clean and tidy at all times. • Ensure that all memorabilia and props are stored away correctly and securely at the end of every assignment. • To be fully responsible for welcoming, enjoyment and the safekeeping of all the visitors at Blackburn Rovers Football Club, including children and people with disabilities. • Lead an entertaining, friendly and interesting tour of Blackburn Rovers as set down in the guidelines. • To be fully responsible for the security and protection of Blackburn Rovers and its contents by providing a watchful presence at all times. • When appropriate, organise and implement displays, activities and quizzes. • Be aware of and positively promote the facilities at Blackburn Rovers Football Club. • To maintain an excellent level of customer services to all customers. • To comply with company Health and Safety Regulations. • To comply with COSHH regulations. • Report any equipment faults immediately to the Catering Office. • You must carry your company identification card at all times. • Ensure that all payments are handled correctly. • Communicate regularly with other departments. • To adhere to confidentiality agreement as signed. • To ensure the appropriate uniform is worn in line with the company uniform policy and to be the standard expected to a professional in the public eye. • To assist with any other reasonable task which may help with the smooth running of the department.



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3. Skills Required	<ul style="list-style-type: none">• Good organisational skills• To work well with the general public including people with disabilities and an array of ages• Excellent communication skills• Good timekeeping and punctuality
4. Knowledge Required	<ul style="list-style-type: none">• Good knowledge of football• To retain knowledge about Blackburn Rovers Football Club
5. Qualifications Required:	<ul style="list-style-type: none">• There are no specific qualifications required for this role. Training will be provided.
DBS Check Required:	Yes

The document is a guide only and should not be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of changing needs of the organisation.

How to Apply

Due to high-levels of interest, this post may close early so early application is advised, otherwise the closing date for this role is **12 noon on Friday 5th October 2018**. To apply, please email your application form and covering letter to cateringrecruitment@rovers.co.uk. CV's will not be accepted.

Equality and Diversity

Blackburn Rovers FC is committed to the principle of equal opportunity in employment and its employment policies for recruitment, selection, training, development and promotion are designed to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, nationality, religion or belief, sex, sexual orientation, marital status, age, ethnic and national origin, disability or gender reassignment.

Safer Recruitment

Blackburn Rovers FC is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. The job holder will be required to undertake appropriate safeguarding checks as well as providing proof of right to work in the UK.