



JOB DESCRIPTION

Role / Title:	Casual Tour Guide
Reports to:	Tours Manager
Liaises with:	Key relationships - Technical, Production and Costume, RBO Volunteers, Front of House Management, Learning and Participation, Ballet and Opera Companies.

Overall Purpose of the Job:

Tour Guides play a key role in ensuring all visitors, patrons and guests are welcomed warmly into a safe, engaging and theatrical environment by delivering an engaging, informative and memorable tour whilst also promoting the RBO brand, its art forms, programme and activities, its charitable purpose and any commercial opportunities.

This role will primarily be based at the Royal Opera House Covent Garden site but also includes the opportunity to deliver tours at the Bob and Tamar Manoukian Production Workshop and Costume Centre in Purfleet, Essex. Tours at Covent Garden can take place 7 days a week. In a typical day, the Royal Opera House offers between 2 and 8 tours, although this varies seasonally. A typical tour guide shift will involve delivering between 2 and 3 tours in a day.

Key Accountabilities:

- Learn and research tour scripts, delivering them in an entertaining, inclusive and engaging manner, presenting the Royal Ballet and Opera at its best.
- Be fully conversant of RBO emergency procedures and routes and to play an active part in these procedures.
- Continue to develop your knowledge of the RBO, its stories, history and operations and bring these to life through tours.
- Make use of technology such as Tour Guide voice systems and tablets to deliver imaginative tours and presentations.
- Build and maintain relationships with internal stakeholders ensuring tour visits have minimal impact to RBO operations.

- Be familiar with the varying needs of disabled visitors and those with other access or visit requirements, providing reasonable assistance and ensuring their experience is as inclusive as possible. This may mean being flexible with tour routes and making last minute adjustments to the tour.
- Actively promote the value of diversity in all work; uphold the RBO values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards
- Be responsible for the health and safety of the tour groups, reporting on any incidents or near misses.
- Be knowledgeable of RBO events, repertoire, performers and the opera and ballet art forms.
- Provide support to the Visitor Experience team when not undertaking tours, such as providing information to daytime visitors, checking tickets and assisting in the cloakroom.
- Promote Royal Ballet and Opera tours, the RBO programme including its Learning and Participation activities and events whenever possible; also positively promote other opportunities available to those taking a tour (including but not limited to retail and catering).
- Assist the Tours Coordinator and Tours Manager with the promotion of the department's work and that of the organisation as a whole. This may involve attendance at tourism and travel trade shows, industry events, a tours outreach programme or assisting with the daily running of the tours programme.
- Carry out any reasonable requests made by management as required

Note: *This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*

PERSON SPECIFICATION

Minimum Skills, Knowledge and Experience:

- Current experience as a Tour Guide (relevant work experiences with transferable skills will be considered).
- A knowledge of and an interest in theatre crafts, particularly opera and ballet.
- Excellent verbal and nonverbal communication skills and impeccable presentation skills.
- Fluent in English.
- First-class customer service skills and the confidence to manage a group of people effectively and professionally, while remaining calm, safe, patient and dynamic.
- Excellent interpersonal skills with the diplomacy required to build and maintain good relationships with colleagues at all levels within an organisation.
- Must be comfortable with lifts, escalators and stairs.

Other essential skills, knowledge and experience:

- An effective team player, with the ability to organise themselves and work unsupervised.
- Proven IT skills including the use of Microsoft Office.
- Ability to use technology such as tablets and ticket scanners and a willingness to learn new technologies as these are implemented.
- A commitment to providing an inclusive environment to colleagues and visitors.
- An energetic approach to work with a positive outlook.

- A passion for delivering first class service.
- Strong problem-solving skills and an ability to use initiative.

Desirable Skills, Knowledge and Experience:

- Knowledge of the history and repertoire of the Royal Ballet and Opera and/or the local area would be an advantage.
- Fluency in multiple languages would be valuable.
- Institute of Tourist Guiding qualification accreditation holder or similar.
- First Aid at Work certificate.

