

HOLKHAM

Job description

Hall Guide

LOCATION	Holkham & Wells-next-the-Sea, Norfolk
REPORTING TO	Hall Guides Manager
LATERAL RELATIONSHIPS	Visitor Services team, Education and Interpretation team, Collections team, Car Parking team, Facilities and Security team

The Holkham Estate

Our vision is to be the UK's most pioneering and sustainable rural estate.

The Holkham Estate extends over 25,000 acres. The land and property-based activities include residential and commercial lettings, property development, arable and vegetable farming, forestry, country sports, an inn, a holiday park, beaches, car parks, admissions, cafes, shops, concerts, and events.

Holkham Enterprises is the business entity that is responsible for all visitor-related activity and income is derived from 4 car parks, 3 cafés, admissions to the Hall and 'Holkham Stories' experience, a gift shop, a 6.5-acre Walled Garden and an extensive education and events programme.

Overall job purpose

The estate's leisure and tourism businesses now account for over two thirds of the estate's revenue. The role of Hall Guide is to provide the highest level of customer care and welcome for all guests and visitors. Our guides tell stories of Holkham in a proactive and engaging way through a range of techniques, including storytelling, talks and tours. The role is also key in maintaining the security of Holkham Hall and its collection.

Holkham Guides work on Hall days during our open season (currently Sunday, Monday, and Thursday), as well as additional days for special events that fall during Easter, Halloween, Christmas etc. You will be expected to commit to those sessions for the season. The Hall is closed throughout November, and from January through to the end of March each year. Routine guiding is not required during this closed time.

Job description

The following is intended to provide guidance to duties, but it is not exhaustive. From time to time you will be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.

Specific duties will include: -

- To provide the highest standard of customer care and service by proactively greeting and interacting with all visitors and guests
- Proactively tell the Hall stories in an engaging and entertaining style, whilst ensuring accuracy in the content of information given
- To take guided tours and deliver short talks as part of the daily offer.
- To ensure that all policies and procedures are adhered to (e.g. smoking, photography, and handling exhibits)
- To possess a good understanding of relevant security, health and safety instructions and procedures, and to put this into practice in the care of the Hall, its guests, and its visitors
- To be fully aware of all aspects of emergency evacuation procedures including the location of emergency equipment.
- Continuously look for ways to improve personal performance and be willing to embrace new ways of working.
- To ensure you are smart and presentable at all times whilst on duty and fitting to represent the Holkham brand to our visitors and guests.
- To support and act as a crucial member of the front of house guiding team during Christmas at Holkham throughout December, for free-flow tours, guided tours and other activities that take place throughout the month (including Twixmas dates)
- Attend the operational daily briefing ahead of a Hall open day.
- Assist with access requirements for visitors in the Hall. This may include the operation of the Stairclimber. Training will be provided.
- To liaise with the Facilities and Security team to ensure any maintenance or security issues are reported promptly
- To possess and proactively ensure ongoing development of relevant, in-depth knowledge of the Hall, any new and future exhibitions, as well as the other facilities available at Holkham.
- To promptly and courteously deal with queries and requests as well as welcoming feedback, comments and complaints, and respond to these as appropriate
- To take part in appropriate staff training courses covering fire, H&S, first aid, disability awareness, customer service, storytelling and IT skills etc.
- Undertake any other relevant activities which fall under the general scope of this role as directed by the Head of Department

Personal qualities

- Outgoing and engaging
- Previous experience dealing with the public
- Presentable and smart
- A strong personal interest in history and love of storytelling (full training on the history of the Hall will be provided)
- Excellent communication and interpersonal skills, with the ability to share information
- Good research skills and willingness to learn about the collection, and desire to share findings
- A commitment to develop your understanding and to demonstrate the 5 Holkham Behaviors

Training

You will be required and encouraged to engage in a program of professional development during the season.