



<b>Job Description</b>	
<b>Job title:</b>	<b>Volunteer - Tour Guide of Llanelly House</b>
<b>Location:</b>	Llanelly House, Llanelli, Carmarthenshire, SA15 3UF
<b>Contract:</b>	Needed as and when with advanced notice.
<b>Hours:</b>	<ul style="list-style-type: none"> <li>Your hours of work will vary depending on the operational requirements of the Company. You will be informed of the required hours for each assignment.</li> </ul>
<b>Salary:</b>	<b>Volunteer.</b>
<b>Accountable to:</b>	Mark Johns (Events and Commercial Manager) Craig Newton – Front of house Liaison Officer
<b>How to apply:</b>	<p>Please send your current CV and cover letter</p> <ul style="list-style-type: none"> <li>Llanelly House, Llanelli, Carmarthenshire, SA15 3UF</li> <li><a href="mailto:Mark@llanellyhouse.org.uk">Mark@llanellyhouse.org.uk</a></li> <li>01554 772857</li> </ul>
<b>Closing date:</b>	

### **Job Summary**

A Llanelly house tour guide is responsible for leading groups of visitors through historical Georgian building in Llanelli, Carmarthenshire. Your main role is to educate and entertain visitors by sharing interesting facts, stories, and historical information about the site they are touring.

The successful candidate must demonstrate a **positive and flexible approach to work including weekends, evenings, additional hours and to cover holidays and unforeseen circumstances as required.**



## **Key Responsibilities**

### **Customer Service**

The specific job duties of a Llanelly house tour guide may include:

1. Greeting visitors and providing an overview of the tour.
2. Leading groups of visitors through the site and providing commentary on the history, architecture, and significance of the site.
3. Answering questions and providing additional information to visitors.
4. Ensuring the safety and security of visitors during the tour.
5. Providing an engaging and entertaining experience for visitors.
6. Keeping track of visitor numbers and ensuring that everyone in the group stays together.
7. Collaborating with other tour guides and site staff to ensure a seamless visitor experience.
8. Maintaining knowledge of the site and its history through ongoing research and training.
9. Ensuring that visitors adhere to site rules and regulations.
10. Encouraging visitors to provide feedback on their experience and making improvements as necessary.

### **Health and Safety**

- Maintain a high standard of housekeeping and hygiene within the workplace ensuring that areas of the house are presentable for customers.
- Report faulty or damaged merchandise and equipment to management.

You will also be required to carry out any other duties which may be reasonably required of you.

Overall, the job of a Llanelly house tour guide requires excellent communication skills, a passion for history and culture, and a friendly and engaging personality. They play an important role in promoting and preserving the cultural heritage of Llanelly and providing visitors with a memorable experience.

**Person Specification**

<b>Core Competencies</b>	<b>Description</b>	<b>Essential / Desirable</b>
<b>Experience</b>	Previous experience in a related role (Customer service and communicating to an audience).	Desirable.
<b>Education and Qualifications</b>	Minimum 2 GCSEs (or equivalent).	Desirable.
<b>Job Specific Skills</b>	Good standard of literacy and numeracy.	Desirable.
<b>Personal Qualities</b>	<p>Courteous and positive customer approach.            Strong communication, interpersonal and team-working skills.</p> <p>Organisational skills, attention to detail and the ability to multitask.</p> <p>Cultural awareness and respect for diversity.            Able to communicate in the medium of Welsh.</p>	All Essential.