



## **Northumberland Estates Job Description**

### **Post Details**

**Job title: Seasonal House Guide**

**Directorate: Northumberland Estates**

**Function: Visitor Services**

**Post reports to: House Manager & Administrator/Deputy House Manager**

**Purpose of job: To welcome visitors to Syon House & Gardens and share with them the story of the Percy family; and the important history of this significant heritage site.**

#### **1. Principle accountabilities**

- 1.1 To greet, assist and give general information to visitors and ensure that each visitor has an enjoyable experience**
- 1.2 To assist with group tours**
- 1.3 To keep a friendly eye on the security of the collection**
- 1.4 To assist able and less able visitors if required and follow company health and safety procedures in case of an emergency and/or evacuation**

#### **2. Communication**

- 2.1 To inform the Seasonal Deputy House Manager of any visitor or security related issues**

#### **3. Records Management**

- 3.1 All records created by staff in the course of working for Northumberland Estates, whether in Northumberland Estates premises or elsewhere, are the property of Northumberland Estates and should be kept securely in accordance with the Records Management Policy**
- 3.2 All staff are obliged to create records necessary to account for their actions, document the discharge of their responsibilities, and to allow colleagues and management to understand the context of their work and continue their tasks as necessary in their absence**

- 3.3 Staff must maintain paper and digital records in well-ordered and documented filing systems such that they can easily retrieved when necessary**
- 3.4 All staff should regularly review their paper and digital records in line with the relevant retention schedule and follow the instructions thereon**

#### **4. H & S (Accident and Investigation)**

- 4.1 To be aware of any action that could cause potential harm or damage**
- 4.2 To fully understand and comply with best practice in all areas of the Estate's health and safety/security policies, risk assessments, procedures and practices**
- 4.3 To be willing to take a Disclosure and Barring Service check**

#### **5. Training**

- 5.1 To attend any training course required to fulfil the role**

#### **6. Qualifications**

- 6.1 Excellent communication skills**
- 6.2 To have a good general education**
- 6.3 To enjoy being part of a team**