

## **JOB DESCRIPTION**

<b>ROLE:</b>	Seasonal Tour Guide
<b>REPORTING TO:</b>	Reserve Manager
<b>ROLE SUMMARY:</b>	The purpose of this role is to deliver interesting and safe tours to visitors providing an informative and fun experience

### **Main Responsibilities**

With our focus on conservation, whilst promoting the tours to maximise additional revenue, you will also engage with visitors about our work, talking to them about everything from habitat management through to our breeding and release programmes and assisting with general enquiries.

Your natural passion for the great outdoors, along with your friendly personality will ensure that visitors of all ages will understand more about our aims and feel inspired and connected with nature.

### **Tour Guiding**

1. Deliver script based talks to visitors during guided walks and tours
2. Drive the visitor vehicle while delivering information about Pensthorpe
3. Answer questions from visitors
4. Promote and raise awareness of the tour through interaction with visitors
5. Open and close gates and secure electric fences
6. Perform basic vehicle maintenance checks on daily basis and cleaning as required (minimum weekly)

### **Warden and Aviculture**

1. Assist the wardens with aviculture duties as required
2. Respond to animal emergency circumstances according to approved protocols
3. Report to the Reserve Manager any observed animal health or behavioural abnormalities

### **Visitors**

1. Be an ambassador for Pensthorpe, showing exceptional standards of customer care; greeting customers with a smile and showing courtesy at all times
2. On an occasional basis, assist with presentations and visitor interaction events
3. Take the necessary action to ensure the safety of visitors
4. Effectively direct customers to all parts of the attraction, including café, toilets, outdoor sites, enclosures and special interest areas

Health & Safety / Environmental Health

1. Implement the legal obligation to maintain a safe working environment at all times
2. Follow the company's procedures, as described in the Health & Safety Policy
3. Take active responsibility for maintaining own health & wellbeing and working within personal limits for manual handling
4. Report anything unsafe to the Head Warden, and accidents, near misses, and so on to an appropriate designated person for inclusion in the accident book

Team

1. Be an active team member and work to ensure good teamwork and communication is achieved
2. Take part and contribute to team meetings and put forward ideas and feedback in order to improve ways of working
3. Show awareness of the needs of fellow team members demonstrating respect and consideration
4. Maintaining an environment free from gossip and unpleasant or malicious comments
5. Work collaboratively with colleagues in order to meet the objectives of the business

General

1. Welcome visitor groups to Pensthorpe, when required
2. Attend work with a clean and smart appearance, wearing the appropriate attire
3. Undertake any other tasks that may be reasonably requested
4. Implement the policies and procedures set out in the Employment Handbook

Signed by Employee:

Date: