

JOB DESCRIPTION

Position: Tour Guide

Reports to: Both the Head Guide and Senior Tour Coordinator

Salary: Up to £10.42 per hour

Base: Dumfries House

The King's Foundation

The King's Foundation provides holistic solutions to challenges facing the world today. We champion a sustainable approach to how we live our lives and build our communities, we run a diverse programme of education and training for all ages and backgrounds, and we regenerate and care for places where communities thrive and that visitors enjoy.

We work nationally and internationally but at the heart of our organisation is the heritage-led regeneration of the Dumfries House estate and its wider community, where our principles and philosophies are explored and put into practice.

The work of The King's Foundation is inspired by our Founder and President, His Majesty The King, and his philosophy of harmony: that by understanding the balance, the order and the relationships between ourselves and the natural world we can create a more sustainable future.

We have a diverse and inclusive workplace, creating a welcoming, safe space for everyone. This means that every member of our team can bring their whole self to work.

We encourage qualified applicants from a wide range of backgrounds to apply to and join The King's Foundation and bring their valuable skills and experiences.

The Foundation is committed to the equal treatment of all current and prospective employees, including the provision of workplace adjustments.

We do not tolerate discrimination based on protected characteristics (age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership) or other difference such as socio-economic background or social origin.

Location:

Dumfries House

The Role:

To enhance the experience and enjoyment of the house and grounds for visitors by engaging, exciting and educating them through the presentation of accurate and interesting facts and anecdotes relating to the collection and the history of the house and owners. To ensure that all visitors feel warmly welcomed. To process admissions, providing visitor information and assisting them at every stage of their visit.

Key Tasks:

- To lead tours of the house presenting facts and anecdotes appropriate to the audience.
- To be aware of the opportunity for damage or theft by visitors and to minimise this risk.
- To ensure all visitors are aware of conservation requirements e.g. no touching etc.
- To consider, and be mindful of, the particular requirements of visitors e.g. access requirements.
- To assist others in conducting tours.
- To take on the responsibilities of a Visitor Services Assistant as required.
- Any other activity that reasonably falls within your abilities.

Person Specification**The essential skills, knowledge and experience required are:**

- Friendly, confident, enthusiastic, co-operative and well-presented whilst also tactful, diplomatic and discrete.
- Excellent communication and interpersonal skills (additional language skills would be an advantage).
- No formal educational qualifications required – full training will be given.
- Must be willing to work flexible hours.
- Experience in dealing with a wide range of people – preferably in a public situation.
- Must have an enthusiasm for Scottish heritage and be able to enthuse, educate and entertain others.

Other:

Days of Work: Flexible over seven days. Some evening and weekend work required.

Times of Work: To be agreed on a weekly basis.

Applications: Please submit a completed [Application Form](#) together with a cover letter and CV (please note one A4 page maximum each for CV and letter) to Gordon Watson: - hr.recruitment@kings-foundation.org

Closing date for applications: Friday 16 February 2024