

# JOB DESCRIPTION

**JOB TITLE:** Visitor Attraction NFL Tour Guide (casual)

**DEPARTMENT:** Visitor Attractions

**REPORTS TO:** Museum and Stadium Tours Manager

**LOCATION:** The Tottenham Experience, High Road, N17

Tottenham Hotspur is a world-famous football club based in North London. Off the pitch, the Club has a strong and successful business model centered around building a platform for long-term success, including a brand-new world-class stadium which opened in March 2019 and a suite of new Visitor Attractions, opening from July 2019 onwards. We are looking for Casual Stadium Tour Guides to deliver NFL Tours during October when the Tottenham Hotspur Stadium will host its first NFL game.

Visitor Attraction NFL Tour Guides are responsible for delivering NFL stadium tours and all aspects of the visitor experience including, ticketing, photography, and preparation of the tour areas. Tours will take place during October from the Tottenham Experience, a brand-new state of the art Visitor Attractions Hub and retail space launched as part of the Club's new Stadium development.

We are looking for people who are passionate about NFL, great at storytelling and can captivate fans and visitors delivering outstanding experiences. Training is provided, so while direct guiding experience is a bonus, if you have a passion for NFL, people and the relevant skills and have good availability throughout October being a Visitor Attraction NFL Tour Guide with us could be the role for you.

## JOB PURPOSE

Visitor Attraction NFL Tour Guides are responsible for a world class fan and visitor experience, delivering the NFL stadium tour and all aspects of the experience including, ticketing, photography, and preparation of the tour areas.

## JOB DETAILS

- Casual position with shifts throughout 1<sup>st</sup> October – 3<sup>rd</sup> November
- Applicants must be available for a minimum of two shifts per week
- Approx. 12 Hours of paid training to take place week commencing 9<sup>th</sup> September
- Hourly Rate at London Living Wage
- Uniform top will be provided
- Opportunity to work after the initial Oct – Nov period within Visitor Attractions Team.

## KEY RESPONSIBILITIES

- Deliver NFL Stadium Tours to a diverse and large audience of fans and visitors.
- Provide best in class customer experience throughout all touch points of the visitor journey.
- Develop and maintain knowledge of NFL and Tottenham Hotspur Stadium and Tottenham Experience and to be an ambassador for the Tottenham Hotspur all stakeholders.
- Operate ticketing systems, selling tickets, amending bookings, and checking visitors into the tour.
- Operate photography equipment throughout the tour taking pictures of visitors throughout key locations.
- Generate revenue and achieve sales targets through upselling photo packages, tickets, merchandise and promoting the visitor attractions.
- Ensure the tour route and visitor attractions are presented to the highest standard, clear of litter, clutter and anything that could detract from the experience.
- To promote and advise on other products including retail, ticketing, hospitality.
- To carry out other related duties that may be reasonably requested.
- Responsible for the safety and security of all visitors throughout the visitor attractions including evacuating groups in an emergency.

## PERSON SPECIFICATION

### PERSONAL ATTRIBUTES

- Thinks ahead, generates innovative ideas.
- Values & respects others, builds relationships, collaborates.
- Gets things done, delivers to highest of standards, takes responsibility.
- A proactive, friendly, and flexible approach.
- Strong team player with the ability to build and maintain excellent working relationships with internal and external stakeholders.
- Reliable, punctual, and flexible able to cover tours at short notice.
- High standards of presentation.

### SKILLS AND EXPERIENCE

- Excellent communication skills with the confidence to speak to large groups.
- Excellent customer service skills, with drive to consistently deliver the highest standards.
- Ability to remember facts, figures and events, and presents information in an interesting and engaging way.
- Good literacy and IT skills.

For information on how to apply please consult the jobs page on our company website.

Please note that, due to the number of applications we receive, we are unable to contact unsuccessful candidates individually. Candidates successful in securing an interview can expect to hear back within two weeks of the closing date.

Tottenham Hotspur Football Club welcomes applications from anyone regardless of age, disability, race, colour or ethnic and national origins, religion or belief, or sexual orientation.

Safeguarding is fundamental to the success in all that we do. Whilst this role does not require a DBS check, successful candidates are to be reminded that we may review the role and the requirements at a later date which could result in standard background and DBS checks.

**CLOSING DATE FOR APPLICATIONS:** Midnight 23<sup>rd</sup> Aug 2019  
Interviews will take place W.C 26<sup>th</sup> Aug.