



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Tour Guide - (Casual Worker) (Zero-Hours)

Department:	Tours & Museum
Reporting to:	Tours & Museum Manager
Contract type:	Casual Worker Agreement

DIMENSIONS OF ROLE

Tours are generally scheduled between 9:00 AM and 6:00 PM, seven days a week. However, on match days or during major events, working hours may vary and could extend into the evening for late games.

KEY PURPOSE OF ROLE

- Conduct Tours of Lord's Cricket Ground
- Act as an 'Ambassador' of MCC, providing the highest possible 'front of house' service to tour visitors, event guests and all those visiting the Museum and Lord's Cricket Ground (Ground).

KEY TASKS AND ACCOUNTABILITIES

- Conduct guided tours of Lord's Cricket Ground, ranging from thirty minutes to four hours, following guidelines provided by the Tours Office.
- Engage with diverse visitor groups, including school children, corporate clients, and formal event attendees, tailoring the tour to suit their needs.
- Provide feedback to the Tours Office to continuously enhance the visitor experience and promote other MCC services and facilities.
- Deliver a variety of tours, such as Children's Tours, Accessible Tours, Corporate Events, and Experience Tours, adapting to group size, audience nature, and Ground conditions in collaboration with the Tours Office.
- Build and maintain positive relationships with colleagues across departments and participate in training and updates (in-person or online) to stay informed about the latest developments.
- Stay composed under pressure, manage visitors politely but firmly when necessary, and uphold safety, security, and Ground regulations at all times.

This is a dynamic and rewarding role for someone passionate about cricket, history, and providing memorable experiences for visitors from around the world. If you thrive in a customer-focused environment and are eager to represent the "Home of Cricket," we'd love to hear from you!

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.

HEALTH AND SAFETY

- Responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
- Report any unsafe practices, equipment, or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Familiar with fire procedures and evacuation procedures.

VALUES AND BEHAVIOURS

EXCELLENCE

- Striving for excellence in every aspect of the MCC's operations.
- Valuing continuous improvement, pushing boundaries to achieve the best outcomes for Members, players and visitors.
- From the world-class cricket schedule to the maintenance of Lord's Cricket Ground, we aim to drive forward the game of cricket.

TEAMWORK

- Creating a cohesive and supportive environment to create shared goals and responsibilities.
- Success in our team performance benefit all who come to Lord's.
- By valuing teamwork at MCC we create a positive and inclusive environment.

INTEGRITY

- Striving for honesty, fairness and ethical conduct in all aspects of cricket.
- Integrity, both on and off the field of play, is at the heart of MCC.
- Promote a culture of sportsmanship celebrated by those within the Club and those who visit to play or watch.

PERSON SPECIFICATIONS, SKILLS, AND QUALIFICATIONS

- Excellent verbal communication for engaging and informative Tours.
- Ability to adapt the delivery style to different audiences (families, school groups, or international visitors).
- Ability to learn and retain detailed information about cricket and the venue's heritage.
- Strong interpersonal skills to create a positive and memorable experience.
- Ability to handle questions, resolve issues, and manage diverse visitor needs professionally.
- Confidence to speak clearly and audibly in front of groups of various sizes.
- Ability to project enthusiasm and keep the group engaged.
- Punctuality and time management to ensure tours run smoothly and adhere to schedules.
- Attention to detail to maintain high-quality presentations.
- Flexibility to handle unexpected situations or adjust Tours based on ground operations.
- Ability to accommodate different cultural backgrounds and age groups.
- Comfortable standing and walking for extended periods.
- Ability to navigate the venue and assist visitors with accessibility requirements.
- Ability to collaborate with MCC staff from other departments to ensure a seamless visitor experience.
- Openness to feedback for continuous improvement.
- Proficiency in additional languages to cater to international guests is desirable
- Genuine interest in cricket to convey enthusiasm and connect with the audience authentically.