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| **Job Title** | *Casual Tours Coordinator*  |
| **Reports to** | *Exhibitions and Access Coordinator* |

**Job Purpose**

The Tour Coordinator will organise the delivery of seasonal Heritage Tours in liaison with the College Collections, Tours Assistant, the Eton Information Centre (EIC), and the Blue Badge Guides. This involves pre-season administration and promotion, working with the Tours Assistant and the wider tours team during the tour season, as well as post-season evaluation.

**Key Tasks and Responsibilities**

* Arrange logistics in preparation for the tours season (schedule, room booking, setting up Eventbrite bookings, confirming Tours team);
* Work closely with the part-time Tours Assistant in the practical running of the Heritage Tours;
* Act as the primary contact with the EIC and Blue Badge Guides; oversee and support EIC’s management of the Tours email inbox;
* Arrange training for new Tours team members;
* Process cash income and monthly payments to Tours Assistant and Blue Badge Guide Administrator;
* Collate feedback and booking data; conduct post-season evaluation of tours;
* Where required, undertake regulated activity, such as unsupervised contact with children, ensuring that safeguarding procedures are followed and providing safe and effective care at all times;
* Good understanding and effective implementation of Child Protection procedures;
* Commitment and promotion of equality, diversity & inclusion;
* Commitment to safeguarding and promoting the welfare of children, including by not limited to, completing safeguarding training as required, and ensuring any safeguarding updates issued by the College are read and understood;
* Understand and comply with procedures and legislation relating to confidentiality.

**Skills and Competencies Required**

To be successful in this role, the incumbent should have:

* Experience in organisational, administrative roles; ideally experience with front-of-house/public-facing duties;
* Excellent organisational skills;
* Excellent written and spoken communication skills;
* Tact and diplomacy;
* Adaptability and flexibility;
* Ability to work independently and as part of a team;
* Interest in working in a historic location with heritage collections, and for sharing these with the public;
* Good IT skills: will need to work with email, Eventbrite, Word, Excel;
* Good time management.

**Working Pattern**

* Your working hours will be confirmed on a casual basis; however, it is essential you will be available to work from February – October each year.
* As a casual member of staff, requirements for the services of the post holder will depend on a varying level of demand and the post holder will only be paid for the hours they work. The College is under no obligation to provide a minimum number of hours each week. However, the anticipated hours of the role are as follows:
	+ An average of 7 hours per week during the tour season (April – September)
	+ An average of 4.5 hours per week to set up for the tours season (February – March)

**Disclosure Checks**

Eton College is committed to safeguarding and promoting the welfare of its students and staff and expects all staff and volunteers to share this commitment. This role is classed as ‘regulated activity’, whereby the post holder may be required to have contact or be involved in unsupervised activities with children. It is a criminal offence for any person who is barred from working with children to attempt to apply for a position at the College. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.  All offers of employment are subject to a number of recruitment checks, including by not limited to; verification of identity and right to work in the UK, an Enhanced DBS check, pre-employment health check questionnaire, satisfactory references, verification of professional qualifications which the College deems a requirement for the post, or which were otherwise cited in support of your application and probationary period.