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| Job Title | Stadium Tour Guide |
| Reporting to | Venue Sales Manager |
| Location | Stadium |
| Line Management Responsibility | N/A |
| Main Purpose | To conduct stadium tours for West Bromwich Albion Football Club. |
| Working Hours | Casual contract – this may include evenings, weekends and bank holidays as required and in line with business needs |

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| DUTIES & RESPONSIBILITIES | | |
| Your main responsibilities for this role include, but are not limited to the following:  As a Stadium Tour Guide, you will be the face of West Bromwich Albion responsible for delivering engaging and informative tours of the Stadium and facilities. You will guide visitors through various areas, including the pitch, changing rooms, media suite and VIP lounges, providing knowledge of the history of The Football Club whilst sharing fascinating stories.  Key Responsibilities:   * Conduct guided tours of the stadium and other club facilities for groups of various sizes. * Provide visitors with in-depth knowledge about the Club’s history, achievements and current operations * Ensure a high level of customer service by engaging with visitors and answering their questions. * Maintain up-to-date knowledge of current events, team news and club activities * Assist with the setup and preparation of tour routes and materials. * Ensure the safety and comfort of all tour participants. * To contribute positively to the Clubs vision and culture * To promote and adhere to the Equality, Diversity and Inclusion Policy and to work consistently to embed ED&I into everything. * To ensure the working environment is free from harassment and discrimination and any other form of unacceptable behaviour. * To fully participate in one-to-ones and departmental reviews and meetings. * To fully participate in annual and mid-term appraisals. * To understand the Club’s Safeguarding policy, procedures and best practice guidelines and use these to ensure appropriate and safe working practices applicable to the role. * To promote and assist with Safeguarding. * To carry out CPD and keep up to date with any training and updates relevant to the role. * To ensure the health & safety within the Club for self and others is adhered to at all times. * To carry out all responsibilities with due regard to the Club values and all policies and procedures, in particular Health & Safety, Equality and Diversity and Safeguarding. * To undertake all required training, including mandatory Club Equality and Diversity, Safeguarding and Health and Safety training.   The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by business demands. | | |
| PERSON SPECIFICATION | | |
| Essential Criteria |  | |
| * Strong knowledge of football, especially regarding West Bromwich Albion Football Club * Friendly, outgoing and enthusiastic personality * Ability to engage and entertain diverse groups of visitors * Available to work mid-week, weekends and occasional matchdays as required. * Highly organised and methodical approach to workload * Confidential and diplomatic * Excellent communication skills both written and verbally * Full driving license * Right to Work in the UK | |  |

**Equality and Diversity**

West Bromwich Albion FC is an equal opportunities employer and is committed to provide equality and fairness for all employees and opposes all forms of unlawful and unfair discrimination and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.

West Bromwich Albion Football Club also welcomes applications from suitably qualified members of the armed forces family.

**Applications will only be accepted when received through our online vacancy platform iRecruit:**

[**https://irecruit.efl.com/vacancies**](https://irecruit.efl.com/vacancies)

**Safer Recruitment**

West Bromwich Albion is committed to safeguarding and promoting the welfare of children, young people and adults at risk, therefore expects all staff and volunteers to share this commitment.

WBA’s Safeguarding, Equality and Whistleblowing policies can be accessed here <https://www.wba.co.uk/club/about-us/club-policies>

It is unlawful for the Club to employ anyone who is involved with regulated activity who is barred from doing so and we will carry out rigorous pre-employment checks and screening.

A Enhanced DBS, References, Qualifications, Proof of Identity and Right Work in the UK checks will be required and carried out for this post.

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| **Signed** | **Name** | **Date** |
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