



# VIC / STEAMTOWN TOUR GUIDES



## Culture and Values

- **Integrity** - We will act with honesty and trust.
- **Communication** - We will be open, approachable and inclusive.
- **Resourceful** - We will be proactive and adaptable.
- **Respect** - We will act with tolerance, empathy, authenticity and equality.
- **Teamwork** - We will be supportive, friendly, social and above all – Fun.

## Position Description

1. **POSITION TITLE:** Casual Tour Guide

2. **AWARD :** Level 1, Year 1

3. **DEPT/SECTION:** Steamtown Heritage Rail Centre. (SHRC)

4. **ORGANISATIONAL RELATIONSHIP**

**Responsible to:**

SHRC/ VIC Co-ordinator  
Tourism and Community Development Manager  
Chief Executive Officer

**Extent of Authority:**

Operations in the areas of responsibility  
Authority as delegated by the CEO or Tourism and Community Development Manager

**Employees reporting directly to this position:**

Nil.

5. **POSITION OBJECTIVES**

- Provide effective coordination of the Steamtown visitor tours/ attractions.
- Lead groups of visitors around the Roundhouse story-telling and teaching visitors about the history of Peterborough and rail.
- Ensure an enjoyable visit is had by all tourists.
- Be an advocate of Steamtown Heritage Rail Centre, Peterborough Tourism and everything Peterborough has to offer.
- Provide effective communication to visitors, and all other staff members at the VIC/ SHRC.
- Responsible for operating the Sound and Light show, as rostered.
- Assist with training where necessary.
- Ensure good customer service principles are adhered to.
- Ensure tours are undertaken in a timely manner.

Key Result Area	Key Tasks	Performance Indicators
Public Relations/Customer Service	<p>Ensure the SHRC Visitor is provided with quality service by providing an effective and informative tour.</p> <p>Ensure the SHRC visitor is provided with up to date, accurate information pertaining to tourism attractions.</p>	<p>A high standard of customer service</p> <p>A high level of timely and informative info.</p> <p>Efficient and courteous dealings with customers.</p>
Administration Support	<p>Provide a range of administration support services for Governance, TO the VIC/ SHRC Coordinator, and the Tourism and Community Development Manager</p> <p>Ensure the accuracy of merchandising</p> <p>Ensure effective communication with all staff members.</p>	<p>Efficient recording and processing of all receipts.</p> <p>A tidy, well presented reception area with well displayed resource material.</p> <p>Urgent items/matters brought to attention of the the VIC/ SHRC Coordinator, and/ or the Tourism and Community Development Manager.</p> <p>Willing contribution to providing additional services.</p> <p>Workload maintained and undertaken accurately.</p> <p>Efficient and timely recording of all merchandising sold and purchased.</p> <p>Assisting with stocktaking to ensure accuracy of stock held.</p> <p>Ensure a reliable effective communication system is in place for information to be passed to other staff members.</p>

## **6. PERSON SPECIFICATION:**

### **1. Qualifications:**

No formal qualification required.

### **2. Knowledge:**

Working knowledge of Council policies and procedures  
Knowledge of good customer service practices

### **3. Skills:**

Excellent oral communication skills, particularly in providing information.  
Organisational skills including time management and prioritisations.  
Ability to last 3 or 4 hours standing and speaking to visitors in all types of weather conditions.

### **4. Experience:**

No experience necessary.

## **7. PERSONAL ATTRIBUTES**

- Ability to communicate effectively
- Demonstrate a high level of interpersonal skills and work ethics, including:-
  - High degree of confidentiality, discretion and diplomacy.
  - Motivation and enthusiasm.
  - Commitment to professionalism.
  - Strong commitment to, and focus on, customer service.
  - Willingness to contribute to a team approach to providing high quality, responsive customer service.

## **8. OTHER REQUIREMENTS**

### **Observe all WHS requirements: As a Worker**

Co-operate with any reasonable Policy and Procedure of the District Council of Peterborough relating to the Work Health and Safety in the workplace which has been notified to workers. This will include:

1. To take reasonable care of their own safety and that of others at work.
2. To use safety devices and protective equipment correctly and in accordance with Work Health and Safety procedures and any other applicable safe systems of work.
3. To obey all reasonable instructions from their Coordinators and Managers issued to protect their own personal Work Health and Safety and that of others and not to perform any activities or tasks unless they have received appropriate training, instruction & authorisation.
4. Attend training when required.
5. To take such action as is within their competency and responsibility to report or recommend to a supervisor to avoid, eliminate or minimise hazards of which they are aware in regard to working conditions or methods.
6. To report any hazard, near misses, incidents/accidents or injury this arises in the course of their work.
7. To keep work areas & plant in a safe condition.
8. To ensure that they are not, by the consumption of alcohol or drugs, in a state to endanger their own safety or that of others.

9. To not interfere with, remove or displace any safety guards, safety devices or protective equipment unless it is as part of an approved maintenance or repair procedure.
10. To support, participate and use appropriate consultative structures.
11. If the workers elect to do so, participate in the process of nominating & electing Work Health Safety Representatives and actively utilise these representatives in the consultative process of WHS management.

**Observe all other requirements of Council's Code of Conduct for Employees.**

Refer to the District Council of Peterborough Code of Conduct. This must be read and understood by the employee, prior to commencement of work.