**Job description**

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| **Job title:** | Garden Guide | | |
| **Department:** | Gardens Team | **Contract:** | Permanent |
| **Reporting To:** | Garden Manager | **Hours per week:** | Average of 22 per week (worked over a two week rota) |

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| **1. Job purpose**  To ensure that visitors to the garden have a high quality, safe, informative, memorable and enjoyable Visitor Experience. To carry out key holder responsibilities for closing the Gardens at the end of each day.  To carry out day to day monitoring of the Gardens ensuring security of the grounds and managing difficult situations, intervening in and/or reporting to the relevant services any instances of anti-social behaviour as appropriate and in accordance with YMT policy. |

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| **2. Dimensions**  To work a seasonal hours shift pattern to fit with the needs of the Trust.  To work closely with external bodies such as YBAC, Eboracum Security, PCSO’s and the Police to maintain the safety of the Gardens. |

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| **3. Principal accountabilities**  To maintain a strong, visible presence in the Garden and act confidently, reassuringly and tactfully, whilst ensuring Garden and site visitor rules are being adhered to. To act as a deterrent and manage difficult situations in an appropriate manner using initiative and diplomacy to address such issues as anti-social behaviour, vandalism, alcohol and drug use. To request external security and emergency services support as necessary. To wear a bodycam to ensure any incidents are recorded.  To ensure the Gardens are a safe place for visitors and to protect our collections, facilities and Garden infrastructure.  To actively respond to Garden-related issues, liaise with YMT staff and monitor contractors and external event staff working in the garden ensuring compliance with YMT rules and regulations. To liaise with Museum and Venues Staff and Security personnel for events as appropriate  To carry out key holder responsibilities, actively assuming responsibility for Museum Gardens site after the end of normal office hours, clearing and locking the garden securely at the end of each day. In cases of emergency – to stay on site until issue resolution.  To ensure the garden is maintained to a good standard of presentation and that YMT policies and Garden byelaws are complied with. This includes carrying out litter picking, monitoring of the bins and other associated tasks necessary.  To provide excellent customer engagement appropriate to a 21st Century visitor experience. To act as an advocate for YMT and our work in the Gardens, sharing information about the history of the site, botanical collections, archaeological remains and any exhibitions or events in the garden.  To respond to dangerous weather conditions in line with YMT guidelines. Assume responsibilities for Garden closure in the absence of Management.  To hold First Aid certificates and provide initial first aid in the Gardens and have knowledge of how and where to obtain further treatment following training. To carry out regular checks of 1st Aid supplies.  Promote and develop equality and diversity in line with YMT Equality Statement.  **Other duties**  Other duties may be required from time to time which are consistent with the grading of this post. |

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| **4. Key performance measures***.*  Proactive management of Garden byelaws and issues occurring in the Garden  Tidiness of the Garden / Litter & bins management during Guides shifts)  Contribution recognised by Garden Manager  Effective liaison with other YMT teams and external bodies  Observation of YMT policies  PDR process |

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| **5. Knowledge, skills, experience and behaviours**  **Knowledge**   * Interest in History, York, Nature and /or Horticulture * First Aid Certificate   **Skills**   * Strong people skills. Diplomatic in dealings with the general public and a good communicator. * PC skills and basic applications * Practical aptitude and ability to carry out simple repairs, maintenance and safety awareness * YMT has a strategic commitment to increasing its digital skill base. The post holder should be able to demonstrate competence in one or more of the following areas:   + Digital recording – e.g. photography, sound, video   + Social networking – e.g. twitter, Facebook   **Experience**   * Demonstrable face to face experience with the general public * Experience of managing difficult situations * Experience of enforcing rules * Working outdoors   **Behaviours**   * Positive and proactive, can demonstrates examples of taking the initiative * Flexible approach to work * Commitment to equality and diversity and an understanding of how this commitment applies to this role. |

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| **6. Key relationships**  Garden Manager  Gardeners  Members of the public  Venue Team  Yorkshire Museum VE Team  External bodies ( e.g. Eboracum Security, PCSO’s, Police) |

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| **7. Organisation chart**   |  | | --- | | Head of Visitor Experience |  |  | | --- | | Garden Manager |  |  | | --- | | Garden Guides | |

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|  | **Signature** | **Date** |
| **Approved by HR:** |  |  |
| **Approved by line manager:** |  |  |
| **Approved by job holder:** |  |  |

**Terms and conditions of service**

Reporting line

This post reports to the Garden Manager

Salary

The salary for the post is Scale Point 14 £17,997 per annum, (Actual Salary £10,700.92 per annum)

Annual leave

The annual leave entitlement is 25 days per annum pro rata, increasing by five days after five years continuous service with the Trust, plus public holidays.

Pension

The Trust belongs to the Local Government Pension Scheme and all new employees are enrolled. it is possible to opt out of the pension using forms available at www.nypf.org.uk.

Hours of work

The hours of work are 22 hours per week worked on a rolling rota basis:

October – March:

Week 1 – Monday, Tuesday, Wednesday, Friday (12:15pm – 6:15pm)

Week 2 – Thursday (12:15pm – 6:15pm), Saturday, Sunday (9:30am – 6:15pm)

April and September

Week 1 – Monday, Tuesday, Wednesday, Friday (1:15pm – 7:15pm)

Week 2 – Thursday (1:15pm – 7:15pm), Saturday, Sunday (10:30am – 7:15pm)

May - August

Week 1 – Monday, Tuesday, Wednesday, Friday (2:15pm – 8:15pm)

Week 2 – Thursday (2:15pm – 8:15pm), Saturday, Sunday (11:30am – 8:15pm)

Period of notice

The period of written notice required for you to terminate this post is 1 month. The Trust will give you 1 month’s notice.

Health

Prospective employees must be cleared by the Occupational Health Service as medically fit for employment by the Trust.