



JOB DESCRIPTION

Position: Tour Guide

Reports to: Both the Senior Tour Coordinator and the Tour Coordinators.

Salary: Dependent on experience

Base: Dumfries House

The King's Foundation

The King's Foundation is a charity founded by King Charles III and was first formed in 1990. Inspired by the vision and values of His Majesty, the Foundation focuses on creating better communities where people, places and the planet can coexist in harmony.

The charity offers education courses for over 15,000 students annually, health and wellbeing programmes for nearly 2,000 people every year, and spearheads placemaking and regeneration projects in the UK and overseas to revitalise communities and historic buildings.

The King's Foundation is headquartered at its flagship regeneration project, Dumfries House in Ayrshire, Scotland, and acts as custodian of other historic Royal sites including the Castle of Mey in Caithness, Scotland, and Highgrove Gardens in Gloucestershire, which are open to visitors. The Foundation also carries out its work at educational and cultural hubs in London, based at The King's Foundation School for Traditional Arts in Shoreditch, Trinity Buoy Wharf on the River Thames and the Garrison Chapel in Chelsea.

The work of The King's Foundation is underpinned by our Founder His Majesty The King's philosophy of harmony: that by understanding the balance, the order and the relationships between ourselves and the natural world we can create a more sustainable future. We have a diverse and inclusive workplace, creating a welcoming, safe space for everyone. This means that every member of our team can bring their whole self to work. We encourage qualified applicants from a wide range of backgrounds to apply to and join The King's Foundation and bring their valuable skills and experiences.

The Foundation is committed to the equal treatment of all current and prospective employees, including the provision of workplace adjustments. We do not tolerate discrimination based on protected characteristics (age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership) or other difference such as socio-economic background or social origin.

Location:
Dumfries House

The Role:

To enhance the experience and enjoyment of the house and grounds for visitors by engaging, exciting and educating them through the presentation of accurate and interesting facts and anecdotes relating to the collection and the history of the house and owners. To ensure that all visitors feel warmly welcomed. To process admissions, providing visitor information and assisting them at every stage of their visit.

Key Tasks:

- To lead tours of the house presenting facts and anecdotes appropriate to the audience.
- To be aware of the opportunity for damage or theft by visitors and to minimise this risk.
- To ensure all visitors are aware of conservation requirements e.g. no touching etc.
- To consider, and be mindful of, the particular requirements of visitors e.g. access requirements.
- To assist others in conducting tours.
- To take on the responsibilities of a Visitor Services Assistant as required.
- Any other activity that reasonably falls within your abilities.

Person Specification:

The essential skills, knowledge and experience required are:

- Friendly, confident, enthusiastic, co-operative and well-presented whilst also tactful, diplomatic and discrete.
- Excellent communication and interpersonal skills (additional language skills would be an advantage).
- No formal educational qualifications required – full training will be given.
- Must be willing to work flexible hours.
- Experience in dealing with a wide range of people – preferably in a public situation.
- Must have an enthusiasm for Scottish heritage and be able to enthuse, educate and entertain others.

Other:

Days of Work: Flexible over seven days. Some evening and weekend work required.

Times of Work: To be agreed on a weekly basis.



Applications: Please submit a cover letter and CV (please note one A4 page maximum each for CV and letter) to Gordon Watson, email address: - hr.recruitment@kings-foundation.org and request an application form.

Closing date for applications: Monday 17th February 2025