# Lincoln Castle Guide – Person Specification

## The Role of a Lincoln Castle Guide

To lead visitors to Lincoln Castle on a walking tour of the site, telling the story of Lincoln Castle through the ages and promoting it as a world-class visitor attraction.

## Key Qualities

Prospective guides are expected to have the following qualities:

### General

* An interest in sharing and passing on knowledge in an accessible way.
* An ability to interact with members of the public from a range of backgrounds and establish a rapport with visitors.
* An interest in undertaking research to inform and update tours.
* A commitment to undertake 50 hours of dedicated guide training.

### Personal Attributes

* Have a positive and outgoing manner.
* A commitment to excellent customer service.
* Enthusiastic and motivated.
* Well-presented.
* Level of physical fitness appropriate to tasks being undertaken.
* Possess good communication skills, with a clear and audible voice and varied use of vocabulary.
* Have a good sense of humour.
* Be flexible and adaptable.
* Have good organisational and time management skills.
* Have a regard for health and safety issues.

## Additional Requirements

* You must become a member of the Friends of Lincoln Castle to enter the training programme and guide at Lincoln Castle.
* When you become a guide at Lincoln Castle Guide you will be expected undertake at least 6 guided tours per annum.
* You must have access to email and a computer. All programme arrangements and changes will be sent by e-mail; all course materials are distributed electronically.

## Application Process

In order to apply for a position on the 2020 Lincoln Castle Guide Training Course you need to complete the Application Form and submit it by 31st Oct 19. Completed application forms should be returned to:

NME Burn: nmeburn@virginmedia.com