

JOB DESCRIPTION

Job Title:	Stargazing Guide
Department:	Stargazing
Group / Team:	Activities
Responsible To:	Operations Manager – Activities & Development Activities Manager – Gondola Stargazing Supervisor
Responsible For: (Total number of staff)	0
Job Purpose:	The Stargazing Guides are responsible for delivering an incredible experience to our guests during their time on their tour. This is achieved through the safe and efficient operation of all operational areas, and consistent drive towards outstanding Guest service.
Date last reviewed:	March 2021

SKYLINE VALUES



- We're ambitious and bold
- We always challenge the status quo
- We demand the best and protect our values
- We lead by example



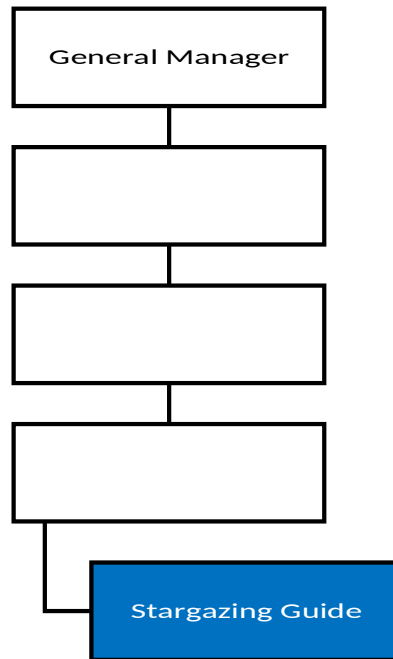
- We look after one another
- We value our guests and treasure their experiences
- We respect our environment and our community
- We build a safe space for ourselves and our guests



- We make growth happen
- We anticipate and welcome change
- We get on with stuff and always go above and beyond
- We own our actions and we inspire others to succeed

Organisation Context





Key Relationships

External:

- Guests
- Tour Guides

Internal:

- All departments



Key Result Area

Main duties

- To ensure the cleanliness and tidiness of Stargazing areas.
- To operate the Stargazing tours according to sequence of service guidelines.
- To ensure security awareness.
- To assist other tour guides.
- To ensure competent cash, cheque and credit card handling procedures are strictly adhered to.
- To ensure all Stargazing plant and equipment are appropriately maintained and presented.
- To keep full and accurate records of tours, and ensure Logbook is completed every day.

Guest Service

- To monitor and reinforce excellence in guest service standards.
- To maintain effective communication with and between staff and wider team, especially in the case of tour cancellations.
- To maintain a culture of continuous improvement in all aspects of the Stargazing tours.
- To ensure guest surveys are completed for each tour.
- To be fully up to date with relevant elements of the night sky prior to each tour.
- To assist with other tours as required.

Health & Safety

- Comply with the Health & Safety policy statement, H&S policies and procedures and the relevant H&S Business Plan.
- Work in a safe manner, providing a safe workplace to all employees and safe environment for guests.
- Use protective/safety equipment wherever provided and required.
- Accurate and timely reporting of all hazards, incidents and work related injuries to your manager.
- Participate in any rehabilitation programmes as required.
- Participate in H&S committee meetings as required.
- Undertake workplace audits in accordance with H&S plan.
- Be aware of procedures in the event of emergencies such as fire, bomb, in line with company policy and legislation.

Any other duties which may be related to and consistent with the above job description as directed by the Activities Manager / Gondola or nominee.

Maintain a public image which is compatible with the highest standards at all times whilst on the premises or representing Skyline in a work capacity.

Ensure all aspects of the company's purpose, focus and core values are upheld.

Ensure full confidentiality is maintained at all times.



Person Specification

Qualifications (or equivalent level of learning)

Essential	Desirable

Knowledge / Experience

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable



Change to job description

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment- including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

I accept the job description for the position of Stargazing Guide.

Employee Name
Employee Job Title

Date

