



## **St Michael's Mount Island Guide**

### **4 days+ per week**

#### **About the role:**

Are you interested in growing your recent experience by working for one of the most iconic visitor attractions in the Southwest? This is an exciting opportunity for someone with a passion for customer services to join the busy team at St Aubyn Estates on a temporary basis. We will be recruiting for a number of seasonal support members, offering full and part time hours.

This role will have a focus on providing seasonal support to the Visitor Services department. The responsibilities include but are not limited to:

- Guides will rotate through various positions as per a pre-determined rota. This will sometimes involve movement between positions on the same day.
- Act as the first point of contact for the visitor on the island, with the primary function of welcoming visitors and directing visitors around the island safely.
- Assist the island checkpoint positions when necessary to ensure queues are being safely and efficiently managed, at and around the causeway gap by permitting visitors with valid tickets access to the island when the causeway is open, through the use of scanners.
- Ensure each boat travels with its most efficient number of passengers from the island. Visitors will need to be arranged into groups whilst in the queues on the quays.
- Working with restrictions that may be in place ensure safe space between different visiting parties and good organisation working with the Head Boatman.
- With assistance, put out signage and barriers as required in all weather conditions, ensuring they are secure, clean and undamaged.
- Castle and Garden Terraces checkpoints will ensure queues are being safely managed with clear, efficient communication with the Senior Guide to enable the redirection of visitors when required.
- Reactively direct visitors should it be necessary in emergency situations such as fire alarms or air ambulance landings, as per emergency and evacuation training and the castle operating procedure.
- Redirect visitors for any other reason, as requested by the Senior Guide, Castle Steward or Head Boatman.
- Bid all visitors a warm welcome and a fond farewell with an invitation to return.
- Be aware of the National Trust offer and the function of the partnership between the National Trust and St Aubyn Estates.
- Be aware of all the services provided on the island, assisting visitors wherever possible with wider enquires (e.g. about events in the local area), or know how to find out.
- Possess and continually develop a high standard of knowledge, with the support of the Senior Guides, regarding the history of the castle, island and stories of St Michael's Mount, and deliver this content consistently in a friendly, professional and informative manner.

- Remain standing and engaged whilst on duty on the visitor route.
- Assist the Facilities Team if required by taking pride in the visitor route and removing litter when noticed or as required.
- Maintain a high level of vigilance to ensure hazards are identified and the Senior Guide is notified.
- Ensure visitor safety by reminding visitors of COVID safe procedures when required.
- Ensure you follow the operating procedures (for example castle opening or closing procedures) and are up to date with any changes.

### **About you:**

Our values are at the heart of what we do, and we will expect you to demonstrate these in this role, in dealings both inside and outside the organisation. We are a small team with a wide range of responsibilities. We are looking for someone who is eager to come and work at one of the most exciting and engaging visitor attractions in the Southwest, to further build on existing experience and make the most of all learning opportunities.

### **Our Vision and Values:**

Our Vision is to be a force for growth

- to ensure the prosperity of the Estates for future generations
- to help maintain the unique character of St Michael's Mount
- to benefit the wider community in West Cornwall

### **About the company:**

St Aubyn Estates has been part of the West Cornwall landscape for more than 600 years. Nowadays, it is a modern, family owned enterprise spanning 5,000 acres with a diverse portfolio of businesses which include land and property management, tourism and hospitality, building and farming. James and Mary St Levan live on St Michael's Mount, which they run in partnership with the National Trust.

### **Applications:**

Please send a CV and a short covering statement to [jobs@staubynestates.com](mailto:jobs@staubynestates.com) . Your covering statement should explain why you are interested in the role and what you would bring to it, highlighting relevant experience or transferrable skillsets. St Aubyn's Estate is an equal opportunities employer.

**Please no agencies**