



Royal Court Theatre
Sloane Square, London, SW1W 8AS
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royalcourttheatre.com
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The Jerwood Theatres at the Royal Court Theatre
The English Stage Company Limited at the Royal Court Theatre
Registered in England & Wales company number 539332
Registered charity number 231242 VAT number 238 9311 47

JOB DESCRIPTION

Tour Guide

Permanent, Zero hours contract

ABOUT THE ROYAL COURT

The Royal Court is the writer's theatre - the leading national and international force for championing, cultivating and supporting theatre writers. Through work on our stages alongside national and local projects, we pioneer the theatrical form, explore big ideas, empower new voices – and in doing so enrich and enliven audiences and communities through transformative experiences.

In January 2024, our new Artistic Director David Byrne took up leadership of the Royal Court. Alongside his first season as artistic director, this coming year is a key moment to re-interrogate and renew our work. We have a focus and ambition to be the most relevant, exciting and meaningful version of 'the writers' theatre' across the next decade.

The Royal Court is committed to fostering an inclusive and collaborative culture in which everyone can do their best work. We are an equal opportunities and disability confident employer. We are particularly keen to receive job applications from individuals with protected characteristics currently under-represented in our workforce, particularly including Black & Global Majority and D/deaf & disabled applicants.

ABOUT THIS ROLE

Job Title: Tour Guide

Line Manager: General Manager

MAIN PURPOSE

Tour Guides play a key role in ensuring all patrons are warmly welcomed to the Royal Court whether it be a person's first visit to any theatre, the Royal Court or if they are a regular theatre goer. The Tour Guide is the public face of the theatre, delivering excellent customer service and care, while ensuring that health & safety and licensing regulations are upheld.

Tours will generally be programmed on Saturday mornings, Sundays (May – September) and midweek tours when the theatre schedule allows.

The role of Tour Guide includes sharing its charitable purpose and promoting commercial opportunities. Up to date knowledge of the organisation, it's work and staff, cast & companies is essential.

Tour Guides also prepare, serve and clear down hospitality packages purchased with the tours.

RESPONSIBILITIES

- Lead on structured tours of the Royal Court theatre, both Front of House and Back of House.
- Ensure the building staff are aware of the tour times and if there are any areas of the building that are off limits during the time and plan around those to deliver the tour script.
- Seek opportunities for active engagement with visitors during the tour.
- Adapt the content and delivery of information according to visitors' interests and requirements.
- Encourage question and answer sessions after tours/talks.
- Research and be knowledgeable of past Royal Court activity, staff and productions.
- Remain knowledgeable with current services, productions, and people across the organisation.
- Proactively promote other Royal Court Theatre activities, productions, events and commercial opportunities.
- Attend all training associated with the role, and to contribute to training and development through peer skill sharing.
- Be fully aware of all health, safety, and evacuation procedures for the role.
- To proactively offer level access routes of the tour to ensure the visitor experience is accessible and enjoyable for all visitors.
- To prepare, serve and clear down any hospitality package purchased with tour tickets; hot drinks and food.

This job description is a guide to the nature of the work required by the Tour Guide Staff and the post holder may be required to undertake other duties appropriate to the nature of the post as agreed with the General Manager.

General

- Contributing to a respectful and inspirational working culture at the Royal Court, including in relation to sustainability, health and safety, safeguarding and other policies; and upholding and developing our commitments and practice around anti-racism and anti-oppression.
- Attending production meetings and cross-departmental meetings as appropriate to feed into and collaborate on the delivery of all our work.

PERSON SPECIFICATION

Knowledge and Experience

- First Aid trained (training can be provided)
- Previous experience of working with the general public or have the ability to deal confidently with a wide range of different people

Abilities/Skills

- Excellent verbal communication skills
- Friendly and welcoming
- Proactive and flexible approach to work
- Ability to work calmly and effectively in stressful situations



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- Good team player
- Ability to use initiative with different audiences, answering questions and guiding the narrative of the tours
- An interest in theatre and an awareness of the Royal Court's work and artistic mission

TERMS AND CONDITIONS

Hours: Zero hours. Shifts are usually 3 hours in length. Times vary. Shifts are allocated a month in advance.

Public tours are offered in line with the theatre schedule – usually Saturday mornings, Sundays (May – September) and weekdays where scheduling allows. Tours are often booked and staffed in advance as well as others being programmed at short notice and only confirmed with patrons or private clients once a tour guide has confirmed availability via our online rotaring system, Get Sling.

Salary: 3 hours shift at £14.18/per hour.

Paid holiday is based on 28 days pro rata per annum (dependent on Statutory Bank Holidays in the calendar year) which will be paid during dark periods – twice or three times a year. Additional hours paid at £13.15 per hour. Double time is payable after 11pm Monday to Sunday.

Pension: The English Stage Company operates a defined contribution pension scheme. All eligible staff members will be automatically enrolled after three months' service and contributions will be made at the current rates as set by the Pensions Regulator, which is 8% of qualifying earnings (3% employer/5% employee). For more details, please visit: <https://www.gov.uk/workplace-pensions/joining-a-workplace-pension>

All permanent members of staff who have completed their probation period are entitled to join the English Stage Company's salary sacrifice pension scheme, where contributions will be matched up to a maximum of 5% of gross salary provided that the minimum total contribution under auto-enrolment rules is met.

Other Benefits:

- Complimentary and discounted tickets for performances, subject to availability and the Royal Court's staff ticket policy.
- Discount on meals and drinks in the Royal Court's Bar and Kitchen.
- Cycle to work and season ticket loan schemes.
- Free life insurance.
- Discretionary days leave at Christmas.

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- Staff social events