

Job Profile

Name:

Job Title: Hillsborough Fort Guard Sergeant Major

Location: Hillsborough Castle

Responsible To: Visitor Experience Executive

Responsible For:
Direct Reports Fort Guard Warders
Bugler
Fort Guard Corporals

Key Budgetary Responsibilities: n/a

Job Profile Agreed:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Job Title Fort Guard SGT Major
Hillsborough Castle

Purpose of this job To provide oversight of the Fort Guard. To provide a level of interpretation and pageantry, consistent with the requirements of Hillsborough Castle, at all times upholding the traditions and dignity of Historic Royal Palaces to the complete satisfaction of the Executive Board and visitors alike. In addition:

- To deliver the highest level of visitor experience and welcome for all visitors and guests
- To share the stories of Hillsborough Castle, the wider estate and town
- To engage with diverse audiences utilising a range of performance techniques including storytelling, costume and handling collections

to create immersive visitor experiences

- To assist in maintaining the security of Hillsborough Castle and its collections as well as the safety of our visitors

Main customers to this job

- Hillsborough Castle visitors, VIPs and event guests
- The Head of Hillsborough Castle,
- Operations and Visitor Experience Manager
- Constable of the Fort
- Sales Development and Visitor Experience Executive
- Public Engagement Team
- Functions and Events Team
- The Press Department
- Marketing and Comms team

Main Suppliers to this job

- The Head of Hillsborough Castle,
- Operations and Visitor Experience Manager
- Constable of the Fort
- Colonel of the Fort
- Public Engagement Team
- Functions and Events Team
- The Press Department
- Marketing and Comms team
- Hillsborough Castle Warden Team

Key areas of responsibility:

1. Proactively manage, monitor and appraise the performance of the Fort Guard, and their daily activities, ensuring that the Royal Welcome standard of visitor experience is consistently delivered.
2. Work closely with other Team Leaders, Business Receptionist and the Operations & Visitor Experience Manager, to together create, maintain and manage the holistic onsite visitor experience.
3. To lead by example in following the procedure for response to all visitor queries, requests and feedback, dealing with them in a courteous manner and managing escalations as appropriate.
4. Ensure that all staff adhere to HRP's Uniform, Health & Safety, radio and Security Policies & Regulations. This includes responsibility for maintaining and staffing emergency evacuation protocols.
5. Ensure the ongoing training and development of the Fort Guard, to include cascading of all relevant information.
6. To follow HRP's Royal Welcome principles and meet performance framework standards in your engagement with all visitors and guests.
7. Guided by the Public Engagement and Curatorial teams, share the Castle's stories with panache, in an engaging and immersive performance style, while ensuring accuracy in the content of information given.
8. To deliver tours and learning experiences of the stories of Hillsborough Castle, the wider Estate and town on a seven day a week rota pattern.
9. To possess relevant in-depth knowledge of the Castle, wider estate and town, its new and future visitor offer and evolving project, and to keep this knowledge up to date.
10. To possess a full understanding of relevant security, health and safety instructions and procedures, and adhere to these ensuring the safety of the Castle, its guests and its visitors
11. To be fully aware of all aspects of emergency evacuation procedures including the location and use of emergency equipment.
12. Continuously look for ways to improve personal performance and be willing to embrace new ways of working by actively engaging in ongoing training provided by HRP and embracing developmental feedback.
13. To wear HRP Fort Guard uniforms as provided and adhere to HRP's uniform procedures at all times and be willing to wear period costume and utilise handling objects as required
14. To be aware of and follow the procedure for response to all visitor queries, requests and feedback, dealing with them in a courteous manner and escalating as appropriate.
15. To take part in the mandatory pre-season training programme and attend all additional ad-hoc training as requested, including being prepared to undertake the drill training and rehearsals necessary to ensure a high standard of drill, discipline, turn out and deportment.
16. Undertake any other relevant activities which fall under the general scope of this role as directed by the line manager, or the Hillsborough Castle Leadership Team.
17. To ensure that all children, young people and vulnerable adults are safe and protected whilst onsite and to be fully aware of Safeguarding reporting procedures.
18. Attend internal and external venues, which promote the Historic Royal Palaces.
19. Take part in Ceremonial parades, as detailed by the Visitor

Experience Manager and the Functions and Events Team, at events within Hillsborough.

20. Engage in front of house high profile warding duties.
21. Undertake any other relevant activities which fall under the general scope of this role as directed by the Operations & Visitor Experience Manager or Head of Hillsborough Castle.

Core Qualities and Behaviours (HRP's Performance Framework)

In addition to your main areas of responsibility, we have identified the core qualities and behaviours that are required from all our people for successful delivery of our Cause and Strategy. These qualities/behaviours are summarised below. Further details can be found in HRP's Performance Framework. Your role is primarily at level 1 of the Performance Framework.

- Ensure every customer (internal and external) feels delighted with their contact with HRP and the quality of the personal service/experience they receive. **(Delighting the Customer)**
- Manage yourself and others effectively through planning, organizing and anticipating problems ahead. **(Planning for Success)**
- Deliver work on time and to the high standards required, by taking ownership for outcomes, demonstrating pride in their achievement. **(Owning the Issue, Getting it Done)**
- Explore and try fresh, novel ways of doing things that are in keeping with HRP's Cause and add real value to the Organisation. **(Having the courage to try new things)**
- Continually develop expertise in key areas of your role, to ensure delivery of high quality work. **(Developing our Expertise)**
- Develop and maintain an in-depth understanding of the organisation, so that all your actions help achieve the best outcomes for HRP. **(Knowing our Organisation)**
- Work collaboratively with colleagues across functional and geographical boundaries to ensure the success of HRP. **(One Team – One HRP)**
- Support and guide your colleagues so they feel valued and inspired to succeed in their work **(Supporting Others to Succeed)**

Job Profile

Name:

Job Title: Fort Guard Corporal

Location: Hillsborough Castle

Responsible To: Fort Guard Sergeant Major

Responsible For:
Direct Reports Fort Guard Warders

Key Budgetary Responsibilities: n/a

Job Profile Agreed:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Job Title	Fort Guard Corporal Hillsborough Castle
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Purpose of this job

To support the Fort Guard Sgt Major in oversight of the Fort Guard. To provide a level of interpretation and pageantry, consistent with the requirements of Hillsborough Castle, at all times upholding the traditions and dignity of Historic Royal Palaces to the complete satisfaction of the Executive Board and visitors alike. In addition:

- To deliver the highest level of visitor experience and welcome for all visitors and guests
- To share the stories of Hillsborough Castle, the wider estate and town
- To engage with diverse audiences utilising a range of performance techniques including storytelling, costume and handling collections to create immersive visitor experiences

- To maintain the security of Hillsborough Castle and its collections as well as the safety of our visitors

Main customers to this job

- Hillsborough Castle visitors, VIPs and event guests
- The Head of Hillsborough Castle,
- Operations and Visitor Experience Manager
- Constable of the Fort
- Colonel of the Fort
- Sales Development and Visitor Experience Executive
- Public Engagement Team
- Functions and Events Team
- The Press Department
- Marketing and Comms team

Main Suppliers to this job

- The Head of Hillsborough Castle,
- Operations and Visitor Experience Manager
- Visitor Experience Executive
- Constable of the Fort
- Colonel of the Fort
- Public Engagement Team
- Functions and Events Team
- The Press Department
- Marketing and Comms team
- Hillsborough Castle Warden Team

Key areas of responsibility:

22. Assist and as directed by the Sgt Major proactively manage, monitor and appraise the performance of the Fort Guard, and their daily activities, ensuring that the Royal Welcome standard of visitor experience is consistently delivered.
23. To follow HRP's Royal Welcome principles and meet performance framework standards in your engagement with all visitors and guests.
24. Guided by the Public Engagement and Curatorial teams, share the Castle's stories with panache, in an engaging and immersive performance style, while ensuring accuracy in the content of information given.
25. To deliver tours and learning experiences of the stories of Hillsborough Castle, the wider Estate and town on a seven day a week rota pattern.
26. To possess relevant in-depth knowledge of the Castle, wider estate and town, its new and future visitor offer and evolving project, and to keep this knowledge up to date
27. To possess a full understanding of relevant security, health and safety instructions and procedures, and adhere to these ensuring the safety of the Castle, its guests and its visitors
28. To be fully aware of all aspects of emergency evacuation procedures including the location and use of emergency equipment.
29. Continuously look for ways to improve personal performance and be willing to embrace new ways of working by actively engaging in ongoing training provided by HRP and embracing developmental feedback.
30. To wear HRP Fort Guard uniforms as provided and adhere to HRP's uniform procedures at all times and be willing to wear period costume and utilise handling objects as required.
31. To be aware of and follow the procedure for response to all visitor queries, requests and feedback, dealing with them in a courteous manner and escalating as appropriate.
32. To take part in the mandatory pre-season training programme and attend all additional ad-hoc training as requested, including being prepared to undertake the drill training and rehearsals necessary to ensure a high standard of drill, discipline, turn out and deportment.
33. Undertake any other relevant activities which fall under the general scope of this role as directed by the line manager, or the Hillsborough Castle Leadership Team.
34. To ensure that all children, young people and vulnerable adults are safe and protected whilst onsite and to be fully aware of Safeguarding reporting procedures.
35. Attend internal and external venues, which promote the Historic Royal Palaces.
36. Take part in Ceremonial parades, as detailed by the Visitor Services Manager. Assist the Functions and Events Team at events within Hillsborough as detailed by the Visitor Services Manager.
37. Engage in front of house high profile warding duties.
38. Undertake any other relevant activities which fall under the general scope of this role as directed by the Operations & Visitor Experience Manager or Head of Hillsborough Castle.

Core Qualities and Behaviours (HRP's Performance Framework)

In addition to your main areas of responsibility, we have identified the core qualities and behaviours that are required from all our people for successful delivery of our Cause and Strategy. These qualities/behaviours are summarised below. Further details can be found in HRP's Performance Framework. Your role is primarily at level 1 of the Performance Framework.

- Ensure every customer (internal and external) feels delighted with their contact with HRP and the quality of the personal service/experience they receive. **(Delighting the Customer)**
- Manage yourself and others effectively through planning, organizing and anticipating problems ahead. **(Planning for Success)**
- Deliver work on time and to the high standards required, by taking ownership for outcomes, demonstrating pride in their achievement. **(Owning the Issue, Getting it Done)**
- Explore and try fresh, novel ways of doing things that are in keeping with HRP's Cause and add real value to the Organisation. **(Having the courage to try new things)**
- Continually develop expertise in key areas of your role, to ensure delivery of high quality work. **(Developing our Expertise)**
- Develop and maintain an in-depth understanding of the organisation, so that all your actions help achieve the best outcomes for HRP. **(Knowing our Organisation)**
- Work collaboratively with colleagues across functional and geographical boundaries to ensure the success of HRP. **(One Team – One HRP)**
- Support and guide your colleagues so they feel valued and inspired to succeed in their work **(Supporting Others to Succeed)**

Other rules/standards

In addition to Key Areas of Responsibility and Core Qualities and Behaviours above, you are also required to have read, understood and comply with the rules/standards contained in HRP's Code of Conduct. These include rules/standards of Health and Safety. The Code of Conduct can be found in your Staff Handbook.

Job Profile

Name:

Job Title:

Fort Guard Bugler

Location:

Hillsborough Castle

Responsible To:

Fort Guard Sergeant Major

Responsible For:

Direct Reports

n/a

Key Budgetary Responsibilities:

n/a

Job Profile Agreed:

Job Holder's Signature:

Date:

Manager's Signature:

Date:

Job Title

Fort Guard Bugler
Hillsborough Castle

Purpose of this job

To provide the highest of Bugling standards as directed by the Fort Guard Sgt Major. To provide a level of interpretation and pageantry, consistent with the requirements of Hillsborough Castle, at all times upholding the traditions and dignity of Historic Royal Palaces to the complete satisfaction of the Executive Board and visitors alike. In addition:

- To deliver the highest level of visitor experience and welcome for all visitors and guests
- To utilise their Bugling skills in support of Fort Guard pageantry

- and welcome events
- To share the stories of Hillsborough Castle, the wider estate and town
- To engage with diverse audiences utilising a range of performance techniques including storytelling, costume and handling collections to create immersive visitor experiences
- To maintain the security of Hillsborough Castle and its collections as well as the safety of our visitors

Main customers to this job

- Hillsborough Castle visitors, VIPs and event guests
- The Head of Hillsborough Castle,
- Operations and Visitor Experience Manager
- Constable of the Fort
- Colonel of the Fort
- Sales Development and Visitor Experience Executive
- Public Engagement Team
- Functions and Events Team
- The Press Department
- Marketing and Comms team

Main Suppliers to this job

- The Head of Hillsborough Castle,
- Operations and Visitor Experience Manager
- Visitor Experience Executive
- Constable of the Fort
- Colonel of the Fort
- Public Engagement Team
- Functions and Events Team
- The Press Department
- Marketing and Comms team
- Hillsborough Castle Warden Team

Key areas of responsibility:

39. Deliver a high class of bugling to support both Fort Guard pageantry and the HRP 5 star Royal welcome as directed.
40. To follow HRP's Royal Welcome principles and meet performance framework standards in your engagement with all visitors and guests.
41. Guided by the Public Engagement and Curatorial teams, share the Castle's stories with panache, in an engaging and immersive performance style, while ensuring accuracy in the content of information given.
42. To deliver tours and learning experiences of the stories of Hillsborough Castle, the wider Estate and town on a seven day a week rota pattern.
43. To possess relevant in-depth knowledge of the Castle, wider estate and town, its new and future visitor offer and evolving project, and to keep this knowledge up to date
44. To possess a full understanding of relevant security, health and safety instructions and procedures, and adhere to these ensuring the safety of the Castle, its guests and its visitors
45. To be fully aware of all aspects of emergency evacuation procedures including the location and use of emergency equipment.
46. Continuously look for ways to improve personal performance and be willing to embrace new ways of working by actively engaging in ongoing training provided by HRP and embracing developmental feedback.
47. To wear HRP Fort Guard uniforms as provided and adhere to HRP's uniform procedures at all times and be willing to wear period costume and utilise handling objects as required.
48. To be aware of and follow the procedure for response to all visitor queries, requests and feedback, dealing with them in a courteous manner and escalating as appropriate.
49. To take part in the mandatory pre-season training programme and attend all additional ad-hoc training as requested, including being prepared to undertake the drill training and rehearsals necessary to ensure a high standard of drill, discipline, turn out and deportment.
50. Undertake any other relevant activities which fall under the general scope of this role as directed by the line manager, or the Hillsborough Castle Leadership Team.
51. To ensure that all children, young people and vulnerable adults are safe and protected whilst onsite and to be fully aware of Safeguarding reporting procedures.
52. Attend internal and external venues, which promote the Historic Royal Palaces.
53. Take part in Ceremonial parades, as detailed by the Visitor Experience Manager. Assist the Functions and Events Team at events within Hillsborough as detailed by the Visitor Experience Manager.
54. Engage in front of house high profile warding/security duties.
55. Undertake any other relevant activities which fall under the general scope of this role as directed by the Operations & Visitor Experience Manager or Head of Hillsborough Castle.

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