

## Job Profile

Name:

Job Title: **Explainer Team Leader**

Location: **Hillsborough Castle**

Responsible To: **Operations & Visitor Experience Manager**

Responsible For:  
Direct Reports **Hillsborough Castle Explainers**

Key Budgetary Responsibilities:

Job Profile Agreed:

Job Holder's Signature :

Date :

Manager's Signature:

Date:

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**Job Title** Explainer Team Leader Hillsborough Castle

**Purpose of this job**

- To manage a team of **established, seasonal and casual Explainers**, trained and coached to the Royal Welcome level of visitor experience whilst sharing the stories of Hillsborough Castle and the wider estate
- To mentor, develop and lead the Explainer team by example to ensure they engage with diverse audiences utilising a range of performance techniques including storytelling, costume and handling collections to create immersive visitor experiences
- As one of two operational team leaders, to manage the smooth and efficient running of Hillsborough Castle tours day to day ensuring adherence to all HRP procedures, MOUs and loan agreements

**Main customers to this job**

Hillsborough Castle Explainer Team  
Hillsborough Castle visitors and event guests  
Operations & Visitor Experience Manager  
Visitor Experience Coordinator  
Admissions Team  
Security Manager/Warden team  
Public Engagement Team  
Curatorial Team  
Conservation and Collections Care Team  
HRP staff/relevant departments

**Key areas of responsibility:**

1. Proactively manage, monitor and appraise the performance of the Explainer team, and their daily activities, including established, seasonal, casual and volunteer staff, ensuring that the Royal Welcome standard of visitor experience is consistently delivered. Actively and continuously seek ways to improve visitor experience.
2. Manage the FOH operation day to day, ensuring that the Royal Welcome level of visitor experience is consistently delivered to all visitors (business guests, Events guests and other HRP staff) by all Explainer team members.
3. To manage Explainer staff rotations ensuring adequate cover at all times, including peak visitor flow days. This will include management of staff training, absence and sickness cover.
4. Use of iTrent People Manager to approve holiday leave, payroll claims, training and development and to record absence.
5. 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, including completion of all daily, weekly and monthly procedures and checks.
6. 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.
7. 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.
8. Ensure the ongoing training and development of the Explainer team, to include cascading of all relevant information.
9. Assist in the staff recruitment process as required.
10. Continuously look for ways to improve personal and organisational performance.
11. Support HRP's Cause when required, attending meetings and offering expertise as requested.
12. 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.
13. Uniforms – ordering??? Only if established.

### **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 summarized below. Further details can be found in HRP's Performance Framework. Your role is primarily at level 2 of the Performance Framework.

- Develop a climate in which your staff are capable, motivated and focussed on achieving Departmental objectives by leading them in line with HRP's Performance Framework. **(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)**
- Lead, develop and encourage your team to succeed in their roles and to display the Qualities in the Performance Framework. **(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.