

Job Profile - Warden

Location: HM Tower of London

Reports to: Warding Team Leader

1. Purpose of this role.

- a) To achieve the purpose, vision and principles established by the HRP Cause and supported by the HRP Performance Framework, as set out in the Annual Operating Plan.
- b) To contribute to the security and protection of the White Tower/Jewel House building, artefacts and associated exhibits through the understanding and application of all relevant Tower Standing orders, as directed by the Warding Team Leaders.
- c) To delight HRP's visitors by helping them to explore and understand the stories and histories connected with the White Tower/Jewel House, associated exhibits and the Tower of London in general.

2. Main Customers to this role.

Visitors
Warding Team Leaders
Chief Warden/Exhibitor
Operations Manager
Fellow Warding staff
Staff from other internal HRP departments
Contractors

Date: August 2021

What you will be doing in your role:

3. Key Areas of responsibility

- a) To be conversant with and well-rehearsed in all aspects of emergency procedures, including fire, unattended packages, first aid procedures, response to building/artefact alarms, lost children and lost property in accordance with Tower Standing Orders and published Health & Safety guidelines.
- b) To primarily focus on the needs of each visitor, in order to enhance the visitor experience, create brilliant memories and provide a royal welcome for all.
- c) To manage crowds / visitors to ensure a free flow through the White Tower/Jewel House exhibition areas, with an emphasis on ensuring customer comfort and enjoyment, particularly during the peak periods.
- d) When on post, to patrol and inspect each post (fabric, artefacts) at every rotation, and to act on any security or health and safety concerns arising by reporting issues immediately to a Warding Team Leader. To then remain vigilant throughout the tour of duty reporting any defects, changes or concerns to a Warden Team Leader.
- e) To adhere to published guidelines for each post, in terms of compliance with specific post instructions (including cleaning, housekeeping, security, equipment, times of work/rest, uniform requirements and the operating of any issued radio and/or safety equipment/machinery.)
- f) To demonstrate the personal behaviours expected of HRP staff as laid down in the Performance Framework, not just in public areas but also in "Back of House" areas such as Mess/Rest rooms.

- g) To promote other HRP Palaces and services to our visitors at every opportunity
- h) To assist in the delivery of daytime and 'out of hours' Commercial and Non-Commercial events and tours in the Jewel House and White Tower.
- i) To have the opportunity to be part of the deep cleaning schedule for the Jewel House and White Tower as organised by the Warding Team Leader.
- j) To take shared responsibility, together with your Team Leaders, for your own personal development and training plan, with a view to continually developing your expertise for the benefit of visitors, colleagues and yourself.
- k) To pro-actively contribute to the PDR process in order to improve personal performance, develop yourself and provide better service to HRPs' visitors.
- l) To abide by the HRP Code of Conduct, Health & Safety Policy, Disciplinary Policy, Absence & Sickness Policy and all other published standards relating to your employment as a White Tower Warden at the Tower of London.
- m) To follow all and any safe/reasonable instructions issued by your Team Leaders and members of the management team.
- n) 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 should an incident or concern be witnessed.
- o) Wear and maintain uniform in line with uniform standards.
- p) To undertake any other reasonable tasks as requested by your manager
- q) To take part and deliver the Warding Team Strategy as agreed with your line manager

In addition to your main areas of responsibility, the Performance Framework qualities and behaviours that are required from all our people for successful delivery of our Cause and Strategy are summarised below:

Memorable Experiences

Going above and beyond to create personalised experiences that inspire and provoke change

Simplify and Adapt

Cutting through complexity to find simple solutions and encourage agile ways of working

Money Matters

Generating the money to grow our impact and care for our palaces; creating a culture of getting better value and increasing our financial headroom

Fresh Thinking

Demonstrating the courage to push the boundaries, striving to stretch ourselves

In this Together

Working collaboratively across the organisation, investing time in building trusted relationships to create 'one team – one HRP'.

Other requirements

In addition to the above you are also required to have read and comply with the rules/standards contained in HRP's Code of Conduct, including Health and Safety requirements. The Code of Conduct can be found in your Staff Handbook.