



Job Description

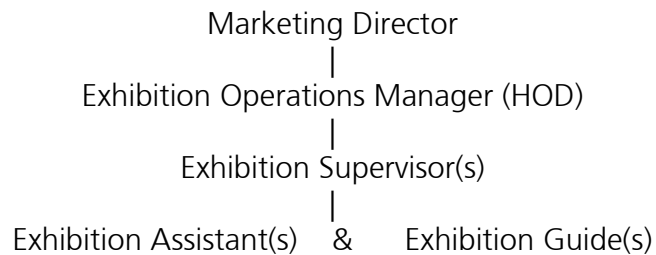
Job Title

Exhibition Guide

Reports to

Exhibition Operations Manager (HOD)

Job Context



The Exhibition function is responsible for providing an historical and theatrical context for the visitor (new and returning) to the Globe in conjunction with a guided tour of the auditorium itself. Within the SGT business framework the exhibition has been designed to attract a certain volume of visitors that will allow the operation to provide the SGT with a high level of financial contribution per financial year.

Shakespeare's Globe is an educational charity administered by the Shakespeare Globe Trust.

Purpose of the Job

To provide the highest quality of customer care to all those entering the Exhibition.

To tell the story of Shakespeare's Globe (including the development of theatre in the Bankside area), and the Shakespeare's Globe Trust in a clear educational, entertaining and promotional way to all; within the parameters set by the Exhibition Operations Manager (HOD) on behalf of the department regarding time and content.

Principal Responsibilities

- To be fully conversant with the history and development of Shakespeare's Globe and the surrounding area.
- To be able to pass on knowledge of the Globe Theatre in the form of a structured talk or tour.
- To possess sufficient knowledge to adapt said tour to cater for all nationalities and ages, special interests and different sizes of group.
- To possess sufficient knowledge of the Globe for question and answer sessions after tours.
- To remain conversant with current theories and research findings on Shakespeare, The Globe, and surrounding area including the Rose Theatre site.
- To be conversant with other Globe activities, productions and events.
- To be able to pass on knowledge of the Bankside area and the Rose archaeological remains in the form of a structured tour or talk, adapted to cater for all nationalities and ages, special interests and different sizes of group.
- To provide support in the Exhibition when required and as directed by the Exhibition Supervisors / Duty Manager by undertaking the Entrance/ Gallery/Underglobe roles.
- To participate fully in the clothing demonstrations that are held within the exhibition space, and remain up to date on any changes/updates to the demonstration.
- To attend any and all training associated with the role as and when necessary. To also contribute to training and development as and when required.
- To provide support on the piazza with the Groundling Gates operation when required and as directed by the Exhibition Supervisors / Duty Manager by undertaking the role of meeter / greeter, information giver.
- To participate in any other activities and public demonstrations the Exhibition may run to enhance the value and entertainment of the space.
- To be fully aware of all health and safety procedures for each position undertaken.

Person Specification

Essential

- Excellent customer service skills.
- Experience of leading groups
- Experience of public speaking
- Demonstrable ability to entertain whilst effectively passing on knowledge
- Ability to communicate effectively with a wide range of people of different ages, physical abilities, nationalities and sizes of group.
- A willingness to work as part of a large team.
- Knowledge of Theatre in general
- Knowledge of Shakespeare's plays – a quote for all occasions!

Desirable

- Experience of working in an exhibition or similar environment.
- Computer literate.
- Language Skills.
- Excellent knowledge of the history and development of Shakespeare's Globe, the Globe Theatre and the Shakespeare Globe Trust.
- Knowledge of the Bankside area and the Rose archaeological remains.
- A demonstrable ability to show knowledge of theatre in general.
- A demonstrable ability to show knowledge of Shakespeare's plays