



MARYLEBONE CRICKET CLUB (MCC) JOB PROFILE

Tour Administrator (Casual Worker) (Zero-Hours)

Department:	Tours & Museum
Reporting to:	Tours and Museum Manager
Contract type:	Casual Worker Agreement (Zero- Hours)

DIMENSIONS OF ROLE

Working hours are generally scheduled between 8:00 AM and 6:00 PM, seven days a week. However, on match days or during major events, working hours may vary and could extend into the evening for late games.

KEY PURPOSE OF ROLE

To support the successful delivery of Tours and visitor experiences at Lord's Cricket Ground by coordinating administrative tasks, managing schedules, and providing exceptional service. This includes ensuring smooth operations, enhancing visitor satisfaction, and contributing to the efficient functioning of the Tours department.

KEY TASKS AND ACCOUNTABILITIES

- Handle day-to-day administrative tasks, including managing correspondence, preparing reports, and updating documentation.
- Act as the first point of contact for Tour-related inquiries via phone, email, or in person.
- Provide friendly and professional assistance, resolving any concerns or issues promptly.
- Process and confirm bookings for individual and group tours, including special events or private tours.
- Maintain accurate records in the booking system and ensure all visitor information is up to date.
- Manage the tour schedule, ensuring efficient allocation of resources and adherence to operational guidelines.
- Coordinate with Tour guides, visitors, and other departments to ensure seamless tour delivery.
- Build and maintain positive relationships with colleagues across departments and participate in training and updates (in-person or online) to stay informed about the latest developments.
- Ensure all Tours adhere to safety regulations and ground policies.
- Maintain awareness of accessibility requirements and assist in accommodating special needs when necessary.

This job profile is not an exhaustive or definitive list of all possible job responsibilities, tasks, and duties. The responsibilities, tasks, and duties of the jobholder might differ from those outlined in the job profile and duties might be amended as the job evolves in light of the needs of the business and/or at the discretion of management.

HEALTH AND SAFETY

- Responsible for the safety of yourself and others through adherence to MCC (and legal) safety rules and procedures.
- Report any unsafe practices, equipment, or circumstances as appropriate.
- Comply fully with relevant security policies and procedures.
- Familiar with fire procedures and evacuation procedures.

VALUES AND BEHAVIOURS

EXCELLENCE

- Striving for excellence in every aspect of the MCC's operations.
- Valuing continuous improvement, pushing boundaries to achieve the best outcomes for Members, players and visitors.
- From the world-class cricket schedule to the maintenance of Lord's Cricket Ground, we aim to drive forward the game of cricket.

TEAMWORK

- Creating a cohesive and supportive environment to create shared goals and responsibilities.
- Success in our team performance benefit all who come to Lord's.
- By valuing teamwork at MCC we create a positive and inclusive environment.

INTEGRITY

- Striving for honesty, fairness and ethical conduct in all aspects of cricket.
- Integrity, both on and off the field of play, is at the heart of MCC.
- Promote a culture of sportsmanship celebrated by those within the Club and those who visit to play or watch.

PERSON SPECIFICATIONS, SKILLS, AND QUALIFICATIONS

- Strong ability to manage multiple tasks simultaneously, prioritise effectively, and maintain attention to detail.
- Clear and professional verbal and written communication, with the ability to engage with a wide range of audiences, from individuals to large groups.
- Proven experience in delivering high-quality customer service, handling inquiries, and resolving issues in a professional and friendly manner.
- Comfortable using booking systems, and standard office software (e.g., Microsoft Office applications, email, spreadsheets).
- Strong decision-making skills with the capacity to resolve issues quickly and efficiently.
- Ability to work effectively as part of a team, providing support to colleagues and working towards shared goals.
- Willingness to adjust to changing circumstances, including differing tour schedules and visitor demands.
- Ability to manage time efficiently, meet deadlines, and balance competing priorities.
- Previous experience in a similar role within tourism, hospitality, or event management is an advantage.
- A genuine interest in cricket or sports history, with an enthusiasm for sharing knowledge with visitors.
- Understanding of accessibility requirements and how to accommodate visitors with specific needs.
- A relevant qualification, such as in hospitality, tourism, or event management, is desirable but not essential.
- A friendly and approachable manner, maintaining a high standard of conduct and appearance.
- Strong focus on accuracy and attention to detail when managing bookings, communications, and administrative tasks.
- Openness to feedback for continuous improvement.