

Job Description



1. Job Details:

Job Title:	Special Collections Tour Guide	Reports to:	Head of Collections
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2. Job Purpose:

To plan, organize, and promote public tours of the Heritage collection.

3. Job Dimensions: Key facts and figures which give an indication of the scope and scale of the job.

Annual Operating Budget/Project Budget/Sales Revenue:	n/a		
Number of Staff Supervised:	0	Direct Reports:	0
Contractor/Others:			0

4. Key Result Areas:

KEY RESULT AREAS

- Plan a variety of tour programs with different points of emphasis, and prepare didactic resources to supplement and enhance the tours
- Reach out to schools and other institutions in Qatar to encourage visits to the Heritage collection in order to make the collection more widely available
- Receive tour requests from researchers, visiting scholars, schools, & the general public, determine user needs, and schedule appropriate tours
- Greet tour guests and conduct tours for both English and Arabic speakers
- Survey guests post-tour in order to assess the effectiveness of the visit and to use feedback in order to improve subsequent programs
- Coordinate and follow up on filming requests
- Other tasks as assigned

5. Operating Environment, Framework & Boundaries:

Work is in a multicultural office and library environment. Must adhere to all applicable QF and Library Policies & Procedures and must ensure that all policies and procedures comply with global standards and best practices. Must comply with QF health, safety, security, and environment policies, procedures, legal regulations and objectives applicable to areas of responsibility to ensure that work is performed in a safe, healthy and environmentally-sound manner. Work hours, days and locations will vary according to QNL requirements. Regularly-scheduled evening and weekend work will be required.

6. Communications and Working Relationships:

- Head of Collections – regular contact to provide work updates and share visitors' assessments of tours, and to receive work direction and approvals
- Collections team – regular contact to consult on collection content and respond to special requests
- IT staff – contact as needed regarding on line tour registration
- Library Relations & Communications team – contact as needed to collaborate on didactic materials for use with tours
- Visitors – regular contact to finalize tour arrangements and interact during tours

7. Problem Solving & Complexity:

- Evaluates different options when solving problems

Special Collections Tour Guide

- Refrains from drawing conclusions in the absence of clear evidence, takes time to collect facts before developing a solution
- Considers the medium term as well as immediate short-term impact of outcomes and actions
- Demonstrates an awareness of the impact of preferred solution on other projects/ related problems

8. Decision-Making Authority & Responsibility:

- Accepts responsibility / accountability for own decisions and explains the rationale
- Reviews available information in conjunction with interested parties and arrives at decisions by consensus judging degree of consultation needed to ensure commitment
- Remains calm and resourceful when making difficult decisions, basing them on facts
- Ensures decisions are taken by self and group after reviewing available information while exhibiting reasonable foresight

9. Minimum Knowledge, Skills & Experience:

- Bachelor's degree in art history, education, history, or other relevant field
- 2-5 years of relevant full-time work experience
- Public speaking experience
- Good classroom / people management skills; teaching experience a strong advantage
- Good oral and written communication skills in both Arabic and English, including the ability to draft and edit a variety of teaching materials, and articulate ideas clearly and concisely