

THE WORLD'S ONLY OFFICIAL



GAME OF THRONES
STUDIO TOUR



CANDIDATE INFORMATION

THE SEVEN KINGDOMS REVEALED

HBO
HOME BOX OFFICE

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LINEN MILL
STUDIOS

INTRODUCTION

Firstly, thank you for your interest in applying for a position at the Game of Thrones Studio Tour with Linen Mill Studios.

Prior to submitting the application form, we recommend that all applicants familiarise themselves with the information contained in this document to ensure the beginning of the journey is epic.

All communication relating to your application will be sent to you via email. You should continually check your email account for correspondence including your junk mail.

DATA PROTECTION STATEMENT

Under the General Data Protection Regulations (GDPR), it is important to make you aware that when you apply for employment with Linen Mill Studios, we will keep your information safe and secure.

The information that you provide us with, and that obtained from other relevant sources, will be used to process your application for employment. The personal information provided will be used confidentially. If you are successful in this recruitment process and take up employment with us, the information will be used in the administration of your employment and to provide you with information about us or third parties. We may also use this information in the event of a complaint or legal challenge. We may also use or pass information to third parties for the purpose of detecting and preventing crime.

By signing the application form, you are consenting to the processing of personal data in accordance with the Data Protection Act.

Please refer to our privacy statement at [Privacy Policy - Game of Thrones Studio Tour](#).

Please note all information is held safely and securely, with access restricted to designated personnel. In the event of an unsuccessful application or where an individual leaves the organisation, personal information will be confidentially destroyed in line with Linen Mill Studios Data Protection Policy.

Should you require any additional information please contact the HR Team at hr@linenmillstudios.com

ABOUT LINEN MILL STUDIOS

In collaboration with Warner Media, Linen Mill Studios own and operate the world's only licensed Game of Thrones Studio Tour at our Banbridge studios, where a significant proportion of the globally renowned series was filmed.

Opened in February 2022, this brand-new visitor attraction, the largest indoor attraction on the island, immerses guests of all ages in the fantasy and intrigue surrounding the series. Through an unparalleled presentation of original sets, costumes, and artefacts, together with insights into the skills applied in creating Game of Thrones, the Studio Tour delivers a magnificent interactive experience and understanding of the quality of production required to deliver one of the most successful tv series of all time.

The Game of Thrones TV series was broadcast in 207 countries around the world with an average of 32.7 million viewers per episode. Following the great success of the series, we have (in collaboration and under license with Warner Bros. Discover) designed and developed this world class attraction for guests and families both local and international to experience this unique offering and learn of the skillsets and behind the scenes elements that are utilised to create incredibly high-quality production content.

The attraction is based just off the Belfast, Dublin corridor in Banbridge on the site of an old Linen manufacturing facility. Following the closure of the manufacturing facility and after a brief decommissioning period, a facilities & studio development lease was signed. For the next eight years the 'studios' were used to film the show and indeed can claim that well over 30% of the entire series was shot onsite.

Authenticity is at the heart of everything we do, and from the location to the tour guides (many of whom served as extras in the show), all elements are in place to contribute to an ambience that is deeply immersive and engaging, providing an experience like no other for our guests to enjoy.

PEOPLE & VALUES

At the Game of Thrones Studio Tour our people are central in delivering the unique and epic experience to each of our visitors, helping to build on guest relationships and in turn building the Game of Thrones Studio Tour brand.

Each role contributes to the success of the studio tour, and it is an opportunity for each team member to provide exceptional service and a world class experience.

Our people are governed by the Game of Thrones O.A.T.H

Crowds gather and now I take my oath
I am now a valued member of the Studio Tour Team
I shall be **OPEN** welcoming and always wear a smile
I shall **ACHIEVE** excellence in every aspect of my role
I shall **TRUST** in my peers and leaders as they trust in me
I shall treat the world and everyone in it with **HONOUR** and respect
I am one of the chosen few
I am here to bring the Seven Kingdoms to life
This is the oath I shall uphold

Shall we begin...



Open – We vow to be open, friendly and transparent in our engagement with each other, our Guests and all involved in creating Game of Thrones Studio Tour experience.



Achieve – We vow to achieve excellence by being the very best we can be within our roles and treating every Guest with respect and dignity.



Trust – We trust Game of Thrones Studio Tour to have our best interests at heart and will prove ourselves worthy of that trust by being honest, loyal and committed to the brand.



Honour – We vow to honour our brand by focusing on maintaining an ethical, social, environmental, cultural and economic business.

RECRUITMENT & SELECTION GUIDANCE NOTES

Information for Internal Candidates

Linen Mill Studios (LMS) supports and encourages team members to develop and reach their full potential. All advertised vacancies are open to current employees.

As participation in a recruitment and selection exercise forms part of the professional development of employees, internal applicants will, upon request, be provided with feedback following their interview.

SELECTION CRITERIA

It is essential that you read the Job Description and Personnel Specification carefully so you can best demonstrate how you meet the essential criteria throughout your application form.

Essential Criteria

Candidates possessing all of the essential criteria as outlined in the relevant job description/person specification will be deemed eligible to be shortlisted for the position. It is therefore essential that applicants provide sufficient details, clearly demonstrating by way of example, how and to what extent they meet these requirements.

Applications will also be considered from applicants with relevant formal qualifications considered by the selection panel to be of an equivalent or higher standard to those required for the relevant role. If putting forward an equivalent qualification, please clearly detail the type of qualification and how an equivalency is justified.

If a candidate believes a qualification to be equivalent to the one required, the onus is on the candidate to provide the panel with the details of modules studied etc, so that a well-informed decision can be made. All claimed qualifications and equivalencies will, where possible, be verified.

Desirable Criteria

In addition, applicants should be aware that following the essential criteria-based eligibility sift, should it be necessary to further shortlist candidates to progress to the next stage of the selection process, desirable shortlisting criteria will be used as defined within the person specification.

It is therefore essential that applicants provide sufficient details, clearly demonstrating by way of example, how and to what extent they meet these requirements.

Important Information

All applicants must ensure that all relevant qualifications, experience and key skills (both essential and desirable), are clearly detailed by way of example within the application submitted. The selection panel will not make assumptions from the title of the applicant's post or the nature of the organisation as to the skills and experience gained. Consequently, it is not sufficient to simply list your duties and responsibilities.

If sufficient detail regarding how both the essential and desirable criteria is met is not provided within the submitted application, the application may be rejected by the selection panel.

Please note that the details provided in a submitted application form (qualifications, experience, key skills) are the only basis from which the selection panel will determine eligibility for the post.

Only those applicants who appear from the information available at the closing date, to have met the essential and, if appropriate, desirable criteria will be progressed to the next stage of the selection process.

Nature of Engagement

Casual workers will be offered work on an "ad hoc" basis as and when there are open shifts available. You are free to accept or decline such offers of work. You are not guaranteed continuous work and we are under no obligation to offer you further engagements or re-engagement.

Work will be offered to you on an hourly basis. Attendance at work will be as agreed between yourself and the Line Manager. When you have agreed to attend for work and are unable to do so, you are required to notify your line manager immediately.

PERKS TO WORKING AT THE GOTST

Salary

All salaries will be specified in an offer letter of employment at the time of successful appointment.

Annual Leave Entitlement

The holiday year begins on 1st January and ends on 31st December each year. You will receive 34 days annual leave inclusive of public holidays. If you are a part-time employee, your holidays will be calculated on a pro rata basis to reflect the hours that you work.

Pension Scheme

Linen Mill Studios will fulfil its obligation to enrol all qualifying employees with a workplace pension with employers contributions of 5% and an employee contribution of 4%. You also have an option to make additional voluntary contributions.

Healthcare

LMS will provide all our employees with the benefit of our excellent Health Care Cash Plan. Health Cash Plans help people to cover the costs of their everyday healthcare needs. This applies to a range of health and wellness such as dental, optical, 24/7 counselling, an Employee Assistance Programme and many more. You will be eligible to join Health Shield health cash plan and employee wellbeing plan following 3 months of service. Details of the Health Cash Plan will be provided to you, and you can choose to opt out if you wish.

Complimentary Friends & Family GOTST Tickets

You will be eligible to avail of six complimentary Game of Thrones Studio Tour tickets every six months after 3-month service.

Free Car Parking

LMS have a large site that can accommodate all parking needs for our Team members. We provide off the road parking in a highly secure and safe site.

Retail Discount in GOTST Retail Shop

All our Team members will receive 25% discount in our retail shop. Team members are invited to enjoy the benefit of working at Game of Thrones Studio Tour with the discount on our official and exclusive merchandise.

Work Life Balance

LMS has a number of policies and benefits in place to assist employees in maintaining and improving their work life balance and general wellbeing:

- Maternity/Paternity/Adoption/Shared Parental Leave
- Emergency Leave
- Parental Leave
- Occupational Sick Pay
- Flexible Working Policy
- Health Shield Healthcare Scheme
- Pension Scheme

RECRUITMENT AND SELECTION PROCESS

Applications

Applications submitted after the deadline on the closing date will not be considered. Please note that the onus is placed upon the applicant to ensure that the completed application is submitted successfully on or before the closing date. LMS will not take into consideration the failure of external IT services to deliver completed forms by the closing date.

Applicants with a disability who require assistance will be facilitated upon request.

Applicants who wish to receive an information pack in accessible formats are requested to advise the HR Team of their requirements as promptly as possible allowing for the fact that the closing date for receipt remains the same for all applicants.

Application Form

The application form is designed to ensure that applicants provide necessary information to determine how they meet the eligibility requirements as defined by the relevant essential and desirable criteria in the advertisement for the job.

Details of how you meet the relevant criteria, both essential and desirable, should be detailed clearly by way of example within the application form. For example, if GCSE English Language, Grade A to C or equivalent is required and only English is recorded or the grade is not recorded, the application may not be progressed. The shortlisting panel will not assume the grade if this is not clearly recorded on the application form.

Clearly demonstrate your personal involvement in any experience you, i.e. use 'I' rather than 'we' statements, e.g. 'I organised training', 'I managed a budget' etc. It is how **you** actually carried out a piece of work that the panel will be interested in.

Examples provided should be concise and relevant to the criteria. This is very important as the examples which you provide may be verified at interview and you may need to be prepared to talk about your examples in detail if you are invited for an interview. It is your unique role the panel are interested in, not that of your team or department.

The shortlisting panel will shortlist solely on the information provided by the applicant on the application form. Members of the selection panel will not make assumptions or, in the case of internal applicants, take into consideration information known to them personally about any applicant.

Shortlisting

After the closing date, the first stage in the selection process will be to conduct a shortlist of completed application forms against the essential and, where applicable, desirable criteria. Applicants who have not fully demonstrated on their application form how they meet each of the criteria will not be progressed to the next stage of the process.

Psychometric Assessments

Our assessment tools vary according to the competencies required for the job and sometimes involves psychometric assessments. Psychometric assessment tools provide additional information regarding particular areas of ability which cannot be objectively assessed from an interview alone. These assessments can range from Ability/aptitude tests, management in-try exercises and/or personality profile questionnaires.

Test results will have an impact on the recruitment decision, but they are not used in isolation. Instead, they are considered alongside the other information gathered during the selection process so that an overall view of role suitability can be formed.

Practice tests are available free on- line for applicants encountering psychometric assessment for the first time and we would encourage applicants to explore those before attending such assessments. All candidates within each specific recruitment exercise will be required to complete the exercises to ensure that all candidates are afforded the opportunity to be assessed on a fair and objective basis.

Competency Based Interviewing

Following the shortlisting exercise, it is intended that the selection process will involve a competency-based interview in accordance with the competencies required in the job description and person specification for the relevant post.

When reading through the core competencies for the role consider your personal experience in each of the areas. In your interview you should provide recent and relevant examples, which will give the interview panel an insight into your experience, skills and abilities in each competency area.

If this is your first experience of a competency-based interview, bear in mind that it does not require you to:

- Talk through previous jobs from start to finish.
- Provide generalised information as to your background and experience, or
- Provide information that is not specifically relevant to the competence the question is designed to test.

A competency-based interview does however require you to:

- Focus exclusively, in your responses, on your ability to fulfil the competences required for effective performance in the role, and
- Provide specific examples of your experience in relation to the required competence areas.
- The panel will ask you to provide specific examples from your past experience in relation to each of the competences. You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each competence area.

Interview Schedules

It can be difficult to re-schedule interview for those who cannot attend at their allocated day or time. However, in the event that you are unavailable, please contact the HR team and we will do our best to accommodate you at an alternative time. This may not always be possible and will depend on the commitments of panel members.

If an applicant fails to present him or herself for interview, it will be deemed that they have withdrawn from the selection process.

Selection Decisions

All applications for employment are considered strictly on the basis of merit. The selection panel will assess candidates against the relevant criteria. Those candidates who meet the required standards will be deemed suitable for appointment in order of merit, with the highest scoring applicant ranked first. We will then allocate a candidate to a vacancy in the order listed and where a Reserve Register of suitable applicants is drawn up it will remain valid for 12 months from the date of selection.

Feedback

Due to the volume of applications continuously received we are unable to provide external candidates with individual feedback following interview. Each candidate will however be advised of the overall outcome of each stage of the selection process.

APPOINTMENT VERIFICATION

Applicants should note that being informed of the outcome of the selection panel is not in itself an offer of employment and it should not be treated as such. An applicant is deemed to have been offered a post only upon receipt of a formal written offer. A formal written offer of employment from Linen Mill Studios is conditional upon the following:

- Satisfactory Access NI checks where applicable
- Receipt of two satisfactory references from two recent employers
- Validation of qualifications where required (original certificates)
- Validation of eligibility to work in the UK
- Satisfactory pre-employment medical (where applicable)

In the event of failure to meet the criteria above, LMS reserves the right to withdraw the offer.

KEEPING OF RECORDS

All applicant records are kept in accordance with the Data Protection Act and to enable us to carry out our statutory duties under the Fair Employment and Treatment Order (NI) 1998.

EQUALITY AND DIVERSITY

Linen Mill Studios is committed to the promotion and principle of equality of opportunity and as such it is our policy and practice to provide equality to all irrespective of:

- Gender, including gender re-assignment.
- Marital or civil partnerships status.
- Having or not having dependents.
- Religious belief or political opinion.
- Race, nationality, ethnic or national origin.
- Disability.
- Sexual orientation.
- Age.

We are opposed to all forms of unlawful and unfair discrimination. All job applicants, employees and others who work for us will be treated fairly and will not be discriminated against on any of the above grounds. Any decisions regarding recruitment and selection, promotion, the provision of training or any other benefit will be based on merit alone.

LMS monitors applications for employment in terms of community background, sex, marital status, racial group, disability, and sexual orientation. Monitoring demonstrates our commitment to promoting equality of opportunity and enables us to measure the effectiveness of our equal opportunity policies.

Any answers you do provide will be treated in the strictest confidence, will not be provided to the shortlisting or interview panels and will not be used to make any unlawful decisions affecting this recruitment exercise or during the course of your employment with us. The information you provide will only be used for monitoring, investigations or proceedings under the requirements of the Fair Employment and Treatment (NI) Order 1998.

YOUR NEW ADVENTURE AWAITS



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