

Tour Guide at Coffin Fitting Works

Volunteer Role:	Tour Guide at Coffin Fitting Works
Responsible to:	Development Officer or Trust Director
Hours and time frame:	Heritage Open Days 2012 – times during period 8 th - 9 th September 2012 (minimum of 4 hours). Other dates for ad-hoc tours
Location/workspace/equipment:	Coffin Fitting Works, Fleet Street, Jewellery Quarter
Purpose:	To support delivery of public access programme to the Newman Brothers Coffin Fitting Works through leading small group tours of the site during public open days
Responsibilities	<ul style="list-style-type: none"> • To guide small groups of the general public safely around Newman Brothers factory (defined route) and provide an informative and enjoyable experience to visitors for up to 30-40 minutes at a time • To research and learn content for the tour (provided) • To adhere to H&S guidelines at all times (pointing out potential hazards to visitors) • To help provide a friendly, welcoming and enjoyable experience for visitors to the site • To assist people with disabilities to access information and interpretation as appropriate • To keep an accurate record of your volunteer hours and submit a timesheet
Skills/qualities required:	<ul style="list-style-type: none"> • Excellent presentation skills • Outgoing personality • Ability to retain information • Ability to work as part of a team • Interest and enthusiasm to share the Coffin Fitting Works with the wider public • Good 'customer service' skills
Support/training provided:	<ul style="list-style-type: none"> • Historical information provided • Tour guide training with experienced tour guide • On-site familiarisation experiences at the Coffin Fitting Works • Health & Safety Guidance • Support of BCT staff • Additional relevant training as identified • 'Out of pocket' expenses
What Birmingham Conservation Trust expects from volunteers:	<ul style="list-style-type: none"> • Maintain good working relationships with staff, other volunteers and members of the public • Attend appropriate training and learn about the work of Birmingham Conservation Trust • Promote understanding and enjoyment of Birmingham's built heritage • Be reliable in delivering tasks identified • Observe organisational policy and procedures • Protect BCT property from theft, damage or loss, within the limit of their responsibilities • To safeguard confidential information about BCT and refer any controversial matters relating to the work of BCT to their manager