Are you **friendly** and **outgoing**? Do you enjoy talking to people and **sharing your passion** for Birmingham’s **industrial and social history**? Do you have excellent **presentation skills**? Would you **love** being part of the team at Birmingham’s **newest heritage attraction**? Do you have some regular **time to give**? If so, we are currently recruiting Tour Guides to join our brand new team at Newman Brothers.

<table>
<thead>
<tr>
<th>Volunteer Role:</th>
<th>Tour Guide at Newman Brothers</th>
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<tbody>
<tr>
<td>Responsible to:</td>
<td>Volunteer &amp; Operations Manager</td>
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<tr>
<td>Hours and time frame:</td>
<td>A minimum of 4 hours per week (1 shift = leading 2 tours) for at least 6 months with a review after 3 months</td>
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<tr>
<td>Location:</td>
<td>The Coffin Works, 13-15 Fleet Street, Jewellery Quarter, Birmingham, B3 1JP</td>
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<tr>
<td>Purpose:</td>
<td>To support delivery of public access programme to Newman Brothers through leading small group tours of the site. Each room will also have a Room Enabler to support the tour and provide additional interaction with visitors.</td>
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</table>
| Responsibilities:       | • To guide small groups of the general public around Newman Brothers factory (defined route) and provide an informative and enjoyable experience to visitors for up to 1.5 hours at a time (this includes dwell time in each room)  
• To research and learn content for the tour (provided). There is no script; rather tour guides will devise and bring their own personalities to their tour  
• To help provide a friendly, welcoming and enjoyable experience for visitors to the site. This includes encouraging families to take part in activities provided in the rooms  
• To become familiar with procedures for dealing with emergencies  
• To help to maintain the security of the collection  
• To operate light machinery (sewing machine, crimping machine) for demonstration purposes  
• 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: | • Excellent presentation skills  
• Outgoing personality  
• Ability to retain information  
• Ability to work as part of a team  
• Interest and enthusiasm to share Newman Brothers with the wider public  
• Good ‘customer service’ skills  
• Interest in understanding and using the collections to inspire learning  
• Reliable and committed |
### Support/training provided:
- Induction to Birmingham Conservation Trust and Newman Brothers
- On-site familiarisation experiences at Newman Brothers
- Historical information about the site provided
- Tour guide training provided (over a 4 week period). This includes sessions with an experienced tour guide, local history experts, BCT staff, tour guiding ‘mentors’, practice and evaluation
- Light machinery operation training provided
- Customer Service and Disability Awareness training provided
- On-site Duty Manager (staff member) at all times
- Health & Safety Guidance
- Additional relevant training as identified
- Clear reporting structure and personal development review
- Travel expenses reimbursed at the rate of £4 a day on receipt of claim form and ticket receipts
- Tea/coffee and biscuits will be provided
- Social events for volunteers / references

### What Birmingham Conservation Trust expects from volunteers:
- 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 policies and procedures
- Protect BCT property from theft, damage or loss, with the limit of their own responsibilities
- To safeguard confidential about BCT and refer any controversial matters relating to the work of BCT to their manager

### Administration points:
- Volunteer badges will be provided
- Volunteers are required to wear a work coat (provided) over their normal clothes
- A break will be provided between tours (during 4 hour shift)

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**Please get in touch if you are interested in joining the team, or finding out more.**

Contact Marie Dufaud, Volunteer & Operations Manager

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