

Tour Guide

Volunteer Role Description

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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.

Volunteer Role:	Tour Guide at Newman Brothers
Responsible to:	Volunteer & Operations Manager
Hours and time frame:	A minimum of 4 hours per week (1 shift = leading 2 tours) for at least 6 months with a review after 3 months
Location:	The Coffin Works, 13-15 Fleet Street, Jewellery Quarter, Birmingham, B3 1JP
Purpose:	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.
Responsibilities:	<ul style="list-style-type: none"> • 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:	<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 Newman Brothers with the wider public • Good 'customer service' skills • Interest in understanding and using the collections to inspire learning • Reliable and committed

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Support/training provided:	<ul style="list-style-type: none">• 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:	<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 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:	<ul style="list-style-type: none">• 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)

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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