  

**Tour Guide Volunteer Role Description**

Are you friendly and outgoing? Do you enjoy talking to people and sharing your passion for Birmingham’s social and industrial heritage? Do you have excellent presentation skills? Would you love to be a part of the dedicated team at Birmingham’s newest heritage attraction?

If you can answer yes to any of the above, and you have some regular time to give, you could help us create a thriving heritage environment where every penny goes towards the work of the museum and Birmingham Conservation Trust, by taking on a role at Newman Brothers.

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| Volunteer Role | Tour Guide at Newman Brothers |
| Responsible To | Volunteer & Operations Assistant/Museum Manager |
| Hours and Times | Each shift lasts four hours; 11am-4pm or 12pm – 3pm. To help Newman Brothers operate fully, it is ideal if volunteers can commit to 1 shift per week but we understand the need for flexibility! |
| Location | The Coffin Works, 13-15 Fleet Street, Jewellery Quarter, Birmingham, B3 1JF |
| Purpose | To deliver the public access programme to Newman Brothers by leading group tours of the site (up to 15 people), to help bring our factory to life for visitors.  |
| Responsibilities | * Guide small groups of the general public around Newman Brothers on a defined route and provide an informative and enjoyable experience to visitors for around 1 hour.
* To research and learn content for the tour (provided). There is no script; we want our tour guides to bring their own personalities to their tour!
* To operate machinery for demonstration purposes, for those confident to do so.
* To assist people with disabilities to access information and interpretation; understanding how to work an iPad and which tour is appropriate.
* To become familiar with emergency procedures.
* To help maintain the security of the collection.
* Keep an accurate record of your volunteer hours and submit a timesheet.
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| Skills/qualities required | * Excellent presentation skills.
* Outgoing personality and ability to work as part of a team.
* Interest and enthusiasm to share the story of Newman Brothers to the wider public.
* Good ‘customer service’ skills and ability to retain information
* Interest in understanding and using the collections to inspire learning.
* Reliable and committed.
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| Support/training provided | * Induction to the work of Birmingham Conservation Trust and Newman Brothers.
* Information about the history of the site.
* On-site familiarisation experiences at Newman Brothers.
* Tour guide training provided. This includes sessions with an experienced tour guide, BCT staff, tour guiding mentors, practice and evaluation.
* Light machinery training provided.
* Customer service and disability awareness training.
* Additional relevant training as identified.
* On-site Duty Manager at all times.
* Healthy and Safety guidance.
* Clear reporting structure and personal development review.
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| 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 and shifts allocated.
* Observe organisational policies and procedures.
* Protect BCT property from theft, damage or loss, within the limit of their own responsibilities.
* To safeguard confidential information about BCT and refer any controversial matters regarding BCT to the Volunteer & Operations Manager.
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| What will BCT do for you? | * Travel expenses will be reimbursed at the rate of £4 a day for a 4 hour shift, or £6 a day for a 5 hour shift on receipt of claim form.
* Tea/coffee and biscuits will be provided.
* Social events for volunteers take place regularly.
* We’ll provide you with a name badge and a genuine Coffin Works work coat to protect your own clothes.
* A break provided after every tour.
* The chance to take part in any free training and career development offered by BCT and our heritage partners in the West Midlands.
* The opportunity to play a vital role in telling the story of Birmingham’s vibrant social and industrial heritage.
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Please get in touch if you are interested in joining the team, or would like to find out more.

Contact Josie Wall, Volunteer & Operations Assistant

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