



Tour Guide

Volunteer Role Profile



Purpose of Role

To deliver guided walking tours about the Clifton Suspension Bridge to the general public and to booked groups

Anticipated Time Contribution

Flexible – Volunteers can request to lead regular tours at weekends from March – October and/or can take up booked tours as and when they are offered. We would ideally welcome a commitment of 6 months for this role with a minimum of 8 tours led.

Main Activities or Duties

Meet and greet the public gathering for our free tours

Meet and greet organised groups who have booked a tour in advance

Present the story of the Bridge and other related topics in an enthusiastic and engaging manner

Ensure the information presented meets the needs of the group (training on different topics will be provided)

Consider the audience that they are working with and adapt delivery if appropriate to provide the best experience for that audience



Consider health and safety of the group and themselves at all times

Promote upcoming activities and events to visitors if appropriate



What we are looking for

Excellent communication skills

Enthusiasm

Polite and friendly manner

Reliable

Punctual

Well presented

Training

A general induction will be given by the Manager or CLV Officer. The induction will include an introduction to the gallery displays, museum policy and procedures, general responsibilities and terms and conditions as outlined in the induction checklist.

Full training will be given on presenting tours. This will entail: shadowing other tour guides, learning information provided about the Bridge story, buddying with a guide and presenting stories to audiences in stages, training about how to engage different audiences, health and safety briefing

Guide pack of images, activities and written resources will be provided



We will also provide training on using the intruder alarm and locking/unlocking the building if necessary

Benefits

Meet new people – both visitors and fellow volunteers

Learn new skills

Mileage allowance within agreed guidelines paid

Opportunity to work as part of the team & feedback to how the tours can be improved

Team events and trips

Hot and cold refreshments are provided for Guides before and after the tour

Notes

Volunteer Tour Guides must be at least 18 years of age

All volunteers are subject to a DBS check

