

## **Volunteer Tour Guide**

### **General Responsibilities.**

#### **Leading and managing small groups on scripted tours around the Museum.**

- The tour should include supporting visitors in getting the most from the Museum's displays, welcoming and engaging them in the collections and stories of the Museum to enhance their experience.
- proactively offering information on the Museum's story,
- whilst the tour guide is expected to stick to the script, they have their own experiences, anecdotes and interests that can be used to enhance the tour and add to the whole tour experience.
- The tour guide should try to answer all reasonable questions posed by the visitors.

#### **Safety**

As part of this role, the tour guide should share safety rules prior to the tour and ensure that throughout their visit these rules are adhered to. The rules are listed on the back of the Museum map and can be brought to the visitor's attention.

The tour guide should report any serious issues, concerns, accidents, and emergencies promptly.

The tour guide should report any lapse in our high standards of presentation and tidiness.

#### **Marketing**

Where possible, the tour guide should promote upcoming events and signpost other ways visitors can get more actively involved.

#### **Training and Duty details.**

The tour guides should take part in any relevant training.

The volunteer will comply with the Museum's H & S policy and always operate with a regard to good environmental practices.

Volunteer hours: between 9.30 am to 2.30pm but this may vary depending on day bookings.

### **Essential Skills.**

- Willingness to learn tours as per the training provided.
- Good team player
- Adaptable
- Good timekeeping
- Stamina to deliver activities for the required amount of time.

- Courteous and helpful to others.
- Ability to communicate with a range of audiences.

### **Desired Attributes.**

- Experience of working with people of different ages and abilities
- Experience of working in Museums of the heritage sector
- Clean driving licence

### **Rewards**

- Induction, training and support
- Being part of a supportive team that promotes and makes a significant difference to the Army Flying Museum
- 20% discount in the Museum shop and café

**All these arrangements are binding in honour only and not intended to be legally binding.**