

Chester House Estate Volunteer Role Profile

Project name	Chester House:
Title of role	Learning Tour Guide
Main objectives (what outcomes will you want to see from the volunteers)	<p>Tour Guides have a vital role to play by delivering memorable and enjoyable tours that bring The Chester House Estate to life and enhance the visitor's experience. Guides have a deep knowledge of our site and a passion for inspiring people and conveying information. They interact closely with visitors to help them discover more about the history of the Chester house estate. Tour Guides also help to protect the health and safety of visitors, and play a part in safeguarding the property and its assets.</p> <p>Learning Tour Guides work closely with the Front of House team to provide tours for school groups and scheduled pre-booked "family" tours during school holidays.</p>
Tasks and activities (what jobs will they do to achieve the above?)	<ul style="list-style-type: none"> • Delivering a variety of tours to a wide range of people • Helping our visitors to discover more by offering an interesting, engaging and informative insight into the history and lives of people connected to The Chester House Estate. • Interacting with people and being happy and confident in talking to all our visitors and members of the public. <ul style="list-style-type: none"> • Recognising and supporting the specific access needs of all our visitors, helping make sure that they have a comfortable, enjoyable and memorable visit. • Being part of a rota system for Monday tours on average once a month. <ul style="list-style-type: none"> • Being willing to participate in and be available for pre-booked group tours at other times during the week, occasionally on weekends or evenings. • Being physically fit and mobile - tours of the Estate take approximately 1¼ hours and you will be on your feet during this time. • Attending training to prepare you for the role. <ul style="list-style-type: none"> • Becoming familiar with the museum's policies including following security procedures to help protect the collection and being responsible for the evacuation of visitors in an emergency. • Supporting any other activities relevant to the role. <ul style="list-style-type: none"> • Aiding the evaluation of learning activities and events <p>Learning and Heritage officer/ On the day duty manager.</p>
Reporting to	
Location	Chester House Estate

	Higham Road, Irchester, NN29 7EZ (off the A45 just before Rushden exit 16 east-bound)
Work hours	School tours will take place in term time between 10 and 2pm. The number of hours per week/month will be dictated by the bookings calendar. In ½ terms there are 2 tours every Tuesday and Thursday (11am and 2pm)
Skills/attributes/experience desired	<ul style="list-style-type: none"> • Experience of working with children and/or young people <ul style="list-style-type: none"> • Ability to work with visitors of all ages and backgrounds and as part of a team • Enthusiasm • Ability to take on a range of tasks • Creative thinking • Punctuality and reliability <ul style="list-style-type: none"> • Be proud to represent The Chester House Estate and be highly professional in all that you do. • Be keen to learn new skills • Be a good communicator • Enjoy engaging with a diverse range of people • Be friendly, cheerful and have a positive outlook • Be good at conveying information in a cohesive, enjoyable and accessible way • Enjoy providing excellent service • Like rising to meet a challenge and remain undaunted by questions thrown at you • Be tolerant yet able to maintain a command of any situation <ul style="list-style-type: none"> • Be adaptable and can change your style and delivery method to meet the needs of different audiences • Enjoy being part of a team and be happy to work collaboratively, flexibly and sensitively with other guides • Be able to adapt your skills and knowledge to suit different situations <ul style="list-style-type: none"> • Be keen to both pass on your own knowledge to visitors and also to gain knowledge from other guides, staff and the public • Be receptive and welcome feedback
Are references required for this role?	No
Is a DBS required for this role?	Yes
Training provided?	All training will be provided. Tour guides will also have to commit to attending our internal safeguarding training.
Any other relevant information	This is an external tour. Please bring sensible footwear. Also consider that as key representatives of Chester House Estate,

	Guides need to present a well-groomed, professional and smart appearance. In the case of severe weather an alternative tour will be provided.
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If you are interested in this role, please contact

volunteering@chesterhouseestate.org