**Heritage Lincolnshire** **Volunteer Role Description Proforma for The Old King’s Head Volunteer Tour Guide**

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| **Role Title:** | The Old King’s Head Volunteer Tour Guide |
| **Where:** | The Old King’s Head property & Kirton village |
| **When:** | Tours will be booked in as marketed events. Pre booking will be essential. Only available upon request |
| **Commitment:** | No more than two tours per month |
| **Part time** | An activity requiring a regular commitment of a few hours to 2 or 3 days per week. |
| **Why Heritage Lincolnshire needs volunteer support for this role:** | Through funding from the National Lottery Heritage Fund as part of the Old King’s Head Project, Heritage Lincolnshire is able to provide some training for volunteers to become tour guides.  This will enable us to give visitors guided talks around Kirton and to also speak about the property, it’s history and key facts, alongside people enjoying a bit of cake!  All the research that has been carried out over the past 5 years will be provided digitally to you all throughout training sessions as well as in a handbook format with all the information in for you to refer back to at any point.  Practical tour guiding training will be then delivered in late June, by an accredited tour guide so that you are able to complete the following as part of your volunteer role;   * Development of the tour and learning a good 1 hour walk around the village of Kirton * Knowledge training; applying knowledge to the Tour, creating the stops, identifying the ‘interesting’ information, research * Practical Communications Training for Guides - best guiding practice and presentation skills * Practice and refinement presenting the stops * Risk assessment of carrying out tours.   Please note the initial introduction, digital training and handbook provision will be completed in set dates in May. The practical training will be carried out on set dates in June with a professional tour guide so that we can start to offer this in July 2021. Dates are yet to be booked. |
| **Notes:** | **Tour Guide Responsibilities:**   * Greeting and welcoming customers to the tour. * Informing customers about the itinerary for each tour. * Planning itineraries in accordance with weather forecasts and the length of each tour. * Gathering and maintaining the requisite equipment for each tour. * Familiarising yourself with the layout and history of the village & The Old King’s Head. * Directing customers to other, non-competing services that might be of interest to them. |
| **Contact details:** | Hannah Thompson  Hannah.thompson@heritagelincolnshire.org |

**Appendix Two  
Heritage Lincolnshire Volunteer Person Specification**

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| **Role Title:** | The Old King’s Head Volunteer Tour Guide |
| **Knowledge:** | You will learn all you need to throughout the digital and practical training provided.  We would like volunteers to have a basic knowledge on the organisation; Heritage Lincolnshire |
| **Skills:** | Good communication skills and happy to deal with groups of people, as well as one to ones. Able to speak publicly to people is advantageous.  Excellent conversational skills with a knack for storytelling.  Outgoing personality  Capacity to stand and walk for extended periods of time.  Ability to talk to adults as well as children as we will be offering group visits to schools, Brownies and scout groups etc. |
| **Experience:** | Some knowledge of Health & Safety.  Some management of people in groups of up to 12 people. |
| **Qualifications:** | None required. |
| **Availability:** | Ability to work during weekdays and weekends. Some evenings may be required.  All tours will be booked in advance and will be pre-booked. |