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|  | **The National Tramway Museum - Volunteer Role Description** |

**Role: Museum Guide**

**Responsible to: Tramway Operations and Visitor Experience Manager**

**Hours: As many as you like! Preferably Approx 11am to 4pm a day.**

**Purpose of role:**

To provide guided tours, twice a day at 11.30am and 2pm, to any interested visitors.

**Specific role:**

Museum Guide

* You must be at least 18 years of age.
* To explain to visitors the history of the museum, including where various buildings and street furniture came from.
* To guide visitors through the tramway street and depots as part of a guided tour which takes place at 11.30am and 2pm each operating day.
* To answer any questions visitors may have.
* To be mindful as to the general operation of the tramway when conducting tours.

Training will be given, working alongside an experienced guide.

**General Role:**

* To act as a representative and ambassador for Crich Tramway Village and the National Tramway Museum.
* To ensure the health and safety of visitors, volunteers and staff by following designated procedures.
* To work within the guidelines of the Volunteer Policy and related organisational policies (i.e. Safeguarding, Health and Safety, Equal Opportunities, Access, etc)

**Relevant qualities:**

* An enthusiastic attitude
* An interest in working with people
* Reliability and flexibility
* Good interpersonal skills
* An interest in the work of museums, tramways and social history

**Relevant Skills:**

* Experience of / willingness to work as part of a team
* Pleasant, friendly manner, polite under pressure
* Attention to detail