



Coldharbour Mill Volunteer Role Profile

Role: Steward & Tour Guide Volunteer

Responsible to: General Manager

Purpose: To lead both factory and steam tours at the Mill

Responsibilities:

Ensure efficient and friendly tours service as face of the Mill, for booked and casual tours; and thus provide a positive experience for our visitors

Key Activities:

1. Engage and interact with Mill visitors from meet and greet to full tour
2. Learn and deliver information about history of the Mill and its operation
3. Liaise with colleagues, particularly reception, for effective planning and smooth delivery of the Mill tours
4. Review feedback from visitors to help develop tour packages
5. Be aware of the needs of visitors especially regarding access

Commitment:

Flexible with willingness to volunteer particularly when the Mill is in steam and for pre – booked tours

Personal Attributes:

Enthusiastic and friendly nature together with good communication skills
Reliability and commitment
Like being part of a small team

Skills and Experience:

Interest in heritage and/or industrial history
No specific guide experience necessary but role holder should demonstrate confidence and ability to project knowledge and interest to members of public both individually and in groups.

Support and Training provided:

Initial training including shadowing tours provided by experienced colleagues.

This is a voluntary role and this arrangement should not be seen as either legally binding or an employment contract