



## VOLUNTEER ROLE DESCRIPTION

<b>Role Title:</b>	Heritage Tour Guide
<b>Responsible to:</b>	Coalhouse Fort Project
<b>Where (Location):</b>	Coalhouse Fort, Princess Margaret Rd, Tilbury, Essex, RM18 8PB  Please note that busses do not run to this location on Sundays and bank holidays and it is a half-hour walk from the nearest train station.
<b>Time commitment:</b>	The last Sunday of every month and bank holiday Mondays. Additional weekend and week days may be involved but notice will be given.
<b>Role description:</b>	<p>To deliver heritage tours around the fort to groups of adults and children. The new volunteer tour guides will start by shadowing existing experienced tour guides. They can then move on to taking on small sections of the tour until they feel comfortable and able to lead the tour unassisted.</p> <p>Volunteers will be required to assist with other aspects of running events including marshalling, setting out displays and cleaning and tidying up at the end of the day.</p>
<b>Main tasks:</b>	<ul style="list-style-type: none"><li>• Assisting with tours</li><li>• Leading tours (once competent)</li><li>• Marshalling and assisting members of the public</li><li>• Assist in museums</li><li>• Assist in setting up the fort ready for an event.</li></ul>
<b>Required skills, qualities and experience</b>	<ul style="list-style-type: none"><li>• Interest and enthusiasm for history and a willingness to learn about the Fort's history</li><li>• Interest and some knowledge of military and Victorian history or a desire to learn</li><li>• Comfortable talking in front of groups of adults and children</li></ul>
<b>Training and support available:</b>	<ul style="list-style-type: none"><li>• Information packs will be supplied</li><li>• Support with delivery</li><li>• Experience of public speaking</li><li>• Experience of being a tour guide</li><li>• Experience of leading and assisting tours</li><li>• Experience of event management</li></ul>