Volunteer Role Description House Tour Guide

As a volunteer you will become an important part of Hall Place, supporting our work and enhancing the experience of our visitors. We are looking to add to the existing volunteer team at Hall Place to enhance the visitor experience and safeguard the house and contents.

Locations:

Hall Place & Gardens, Bourne Road, Bexley DA5 1PQ www.hallplace.org.uk

What's involved?

- Offering a warm and informed welcome to visitors and helping them get the most out of their visit
- Answering any queries about the facilities and events on site
- Representing Hall Place and London Borough of Bexley in a professional manner
- Pro-actively promoting the work of Hall Place & Gardens
- Keeping up-to-date with the site's daily and seasonal events
- Guiding visitors around the house and/or gardens and providing historic narrative
- Assisting with the daily visitor care routines including assistance with the lift/ ramps, health and safety and emergency evacuations as required.
- Assisting the staff to ensure the smooth running of the property when open to the public for guided tours and specific events

This role would suit people who:

- Have enthusiasm for history and museums and are keen to learn
- Enjoy meeting and talking to people
- Are reliable with good time-keeping skills
- Demonstrate a commitment to deliver excellent customer service

• Have a flexible approach to working alone or as part of a team

What's in it for you?

• The opportunity to develop your knowledge of the history of Hall Place

• Experience of working in the historic environment and with the general public

• An opportunity to meet new people with shared interests

• Development of customer service and communication skills

How much time would you need to give?

• Our recommended minimum commitment for time spent volunteering with Hall Place is one guided tour per month

• There may also be times when you are required to attend training sessions and meetings, outside of your regular sessions

Expenses

Hall Place is able to reimburse reasonable travel expenses to and from sessions. Expenses can be claimed and paid on a monthly basis.

What happens next?

If you are interested in becoming a volunteer guide at Hall Place then you will need to:

• Complete a volunteer application form and return it to the Volunteer Co-ordinator, who is based at Hall Place

• Attend an informal meeting with a member of staff. This will allow Hall Place to find out a little more about you, why you're interested in volunteering and any previous experience or skills you may have

If your application is successful you will need to attend a Health and Safety Induction where:

• All information about the history of the house will be given for you to take home

• You will be introduced to the volunteer co-ordinator

• You will sign up for your first few sessions, so support from existing volunteers, staff and the volunteer co-ordinator can be arranged

Please get in touch if you are interested in becoming a volunteer or have any questions:

Hall Place Volunteer Co-ordinator

020 3045 4088

hallplacemuseum@bexley.gov.uk

Please note: this role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract