



ST MARY REDCLIFFE CHURCH

Volunteer Role Description:

Tour Guide

Role Purpose:

The Parish Church of St Mary Redcliffe has stood for over 800 years, with much of the building being constructed in the 12th to the 15th Century. It is renowned for its beautiful gothic architecture, and attracts thousands of visitors and tourists every year.

Tour Guides have a vital role in delivering inspiring and enjoyable tours, helping visitors learn more about the history of St Mary Redcliffe Church and providing the opportunity for a more in-depth access to the church and its historical assets.

Volunteer Supervision:

Managed By:	<i>Rhys Williams</i> <i>Heritage Development</i> <i>Manager</i>	Additional Support:	<i>Chris Whitwell</i> <i>Volunteer Coordinator</i>
Location of Role:	St Mary Redcliffe Church Building	Expected Time Commitment:	

Key Tasks & Responsibilities:

- Helping visitors to discover more by telling them facts, stories and anecdotes related to St Mary Redcliffe Church and its history.
- Adapting tours as necessary to meet the needs of different audiences, including any access and inclusion requirements they may have.
- Learning about the history of St Mary Redcliffe Church and sharing this with our visitors.
- Promoting guided tours and encouraging visitors to book tickets for these.
- In between tours, helping the Stewards to meet and greet visitors.
- To attend essential training as required e.g. Safeguarding, health and safety etc.
- Becoming familiar with and always following the St Mary Redcliffe's Health and Safety Policy.
- Giving any other appropriate assistance as may be reasonably requested.
- To ensure any safeguarding issues and/or concerns are reported to the St Mary Redcliffe Safeguarding Officer

Desirable Experience & Skills:

- Enthusiastic about St Mary Redcliffe Church, with an interest in its history and current tourism offer and ready to share this with our visitors.
- Good communicator and confident in speaking to people (adults and children) both individually and in a group context

- Ability to use own initiative and work independently.
- No qualifications or experience necessary, but a desire to work with the public is a must.
- An enthusiasm for relevant subjects (Christianity, history, art) desirable.
- A basic knowledge of safeguarding and how to protect vulnerable people from harm

Training/Induction Requirements:

- History of St Mary Redcliffe Church
- Basic safeguarding
- General volunteer induction

Safeguarding:

All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and adults who may be vulnerable, who are involved with and/or visit St Mary Redcliffe. This will include adherence to policies and procedures, following good practice in relation to their own behaviour and conduct and undertaking any safeguarding duties commensurate with their specific role.

Safer Recruitment

Has this role been through the Safer Recruitment process? Yes No

DBS Eligibility

Is this role eligible for a DBS check: Yes No

If yes specify the level of check required:

Standard: Enhanced Enhanced with Barred list

Health & Safety:

At all times when carrying out any volunteering role for St Mary Redcliffe, you must take reasonable care for your own health & safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the Organisation on health & safety and not interfere with, or misuse, anything provided for your health, safety or welfare.