

Role Description: Mobile Guide Volunteer

Date: June 30th 2015

Where: The Bar Convent, Blossom Street, York

Volunteer Manager: Jerry Ibbotson, Audience Development and Education Manager

Aims: Taking visitors to the Living Heritage Centre on tours of the building. To put the Exhibition into context and adding extra colour to the story of The Bar Convent.

Duties may include:

- Explaining the history of the site and the story of Mary Ward and the CJ in a clear, concise and interesting way.
- Answering questions from visitors
- Adding to the experience of the Exhibition with extra colour and detail
- Guiding visitors to the Chapel and explaining its history and present role
- Telling the story of Margaret Clitherow in a sensitive and sympathetic manner
- Taking booked tours (on Tuesdays and Thursday)

Skills and Experience Needed:

- Good personal skills and a friendly manner are required - the ability to communicate with people of all ages and backgrounds.
- A knowledge of the history of the Bar Convent - and / or the ability to learn about the building and its background.
- The ability to explain history in a clear and focussed manner.

Training:

- Initial pre-role induction and training, covering the operations of the BC and the Exhibition.
- Materials provided for learning about the story told by the Exhibition, the background to the BC and Mary Ward.
- Ongoing training and tutoring on new developments

Hours:

- Guides can operate over a full day or a half-day (agreed in advance)
- The number of days a week is down to personal preference
- We are aiming to have bookable tours on two days a week (possibly Tues and Thurs) at 10.15 and 11.15. Other tours will be open to all on a first-come basis.

Role Boundaries:

- To follow instructions of ADEM
- No food consumption in working area.

- Not to act as spokesperson for Bar Convent at any time

What Benefits Does This Role Bring:

- Being part of a team at a growing new visitor attraction in York.
- Being in a friendly and supportive environment where your contribution is rewarded and acknowledged.
- Being part of the Bar Convent family
- Something to add to your CV

Notes

1. Initial appraisal after four sessions
2. Other duties may form part of this role in the future
3. Supervision and support will be provided on an ongoing basis from ADEM and more experienced Volunteer Guides
4. Tea and coffee provided
5. Travel arrangements are Volunteers' own responsibility