

## Volunteer Role Profile: Footprint Behind the Scenes Tour Guide

### About Bath Abbey:

Bath Abbey has been a site of Christian worship in the heart of the City of Bath for over 1,000 years. It is an active Parish Church holding over 1,000 services a year. Three different churches have stood on the site: a Saxon monastery, a Norman Cathedral, and the present Medieval Abbey. Edgar, the first King of all England, was crowned at the Abbey in Bath in 973. The Abbey continues to be a significant site, visited by almost 500,000 people a year.

The Abbey is entering an exciting new phase, as its Footprint project begins. Footprint aims to: repair and conserve the Abbey's nationally-significant; install eco-friendly underfloor heating using hot water from the Roman Baths; create new interpretation for people to discover more about the Abbey; and create new spaces for schools and local children to take part in learning and choral music at the Abbey.

### About this role:

Behind the Scenes Tour Guides will deliver a tour for groups of people which gives an insight into the building and conservation work taking place in the Abbey's Footprint Project ([www.bathabbey.org/footprint](http://www.bathabbey.org/footprint)). The tour takes the group to areas in and outside the church in which work is taking place. Guides lead tours in pairs. Guides must wear steel toe-cap boots, hi-viz, and helmets (all provided) when leading the tours and ask visitors they lead to wear the same. The role is available until the end of the build phase of the Footprint Project (expected to end in 2021).

### Key activities for this role:

- Working with another volunteer to set up and tidy away on the days of the tours
- Confidently delivering a tour for groups of 15 people
- Engaging with and answering visitors' questions
- Ensuring that visitors follow requirements to wear health and safety equipment
- Supporting other guides by helping with practicalities on the tours
- Answering general enquiries about Bath Abbey
- Keeping up to date with what is happening in the Abbey and attending training and occasional reviews as required.

### This role would suit people with the following characteristics/skills:

- Confident in communicating clearly to groups of people for over an hour
- Able to create rapport with a group quickly
- Able to simplify unfamiliar or difficult ideas for a non-specialist audience
- Good at listening to visitors, answering their questions, and tailoring content to visitors' interests



- Interested in the Abbey, its history, present day life and the Footprint Project
- Happy to work as part of a small, supportive team
- Can pick up ideas quickly, carry out instructions accurately, and help to make quick changes if needed.
- Are open to give and receive feedback from the Head of Interpretation

## **What we offer our volunteers:**

- A beautiful and tranquil place to be a part of, in a bustling heritage city. There will always be something new to experience and discover.
- The opportunity to gain new skills, if you are looking to start your career or to use the ones you already have.
- You will meet a wide range of people from all over the world with plenty of laughs, smiles and interesting conversations.
- A supportive and friendly team to work with, a chance to make new friends.
- A sense of 'a task well done' as you go home for the day. You will have helped us to carry out our work/mission, as well as maintaining the Abbey building for future generations.
- Regular newsletters and updates.
- All staff and volunteers receive a 10% discount on items for sale in the Abbey Shop. Your induction includes an optional free Tower Tour.
- You will be part of a caring and dynamic organisation at a time of exciting change with the HLF funded 'Footprint' project. You will be part of a larger community of Abbey Volunteers and will be included in training, participation and social events.

## **Time commitment:**

We ask that those volunteering in this role attend the training programme required and deliver a minimum of 2 tours per month. Tours currently run for the public 11.00-12.15 Monday-Friday (except Thursdays). The intention is to offer a regular tour 2.00-3.15 Monday-Friday (including Thursdays). For tours in the morning the time commitment is 10.30-12.45. For tours in the afternoon the time commitment is 1.30-3.45.

## **Application procedure:**

Application form; informal interview; two character references; DBS check and safeguarding training. Those wishing to volunteer in this role will be required to attend a training programme and deliver a tour to members of the Abbey team before leading tours for the public.

**Role supervisor:** Oliver Taylor, Head of Interpretation, Learning and Engagement

**For further information, or to discuss your interest in this role, please contact:**

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