ROLE DESCRIPTION

Role/title	Tour Guide Volunteer
Location	Old Royal Naval College, King William Walk, Greenwich SE10 9LW
Purpose of role	Old Royal Naval College is the centrepiece of Maritime Greenwich, a UNESCO World Heritage Site and a celebrated 600-year-old history. Today this must-see London landmark is a popular visitor attraction and home to the magnificent Painted Hall, one of the finest Baroque interiors in Europe; epic art installations, events and a world-famous film and TV location. Visitors can enjoy award-winning tours, discover Tudor archaeological finds and explore the Christopher Wren-designed buildings and beautiful riverside grounds. The Greenwich Foundation for the Old Royal Naval College now in its 26th year, is a charity that conserves and protects the magnificent Baroque buildings and grounds of the Old Royal Naval College for present and future generations and provides opportunities for diverse audiences to enjoy, be inspired and learn from its significance. Our plans are ambitious as we build an extraordinary cultural and eventful destination, a place of exploration, spectacle, stewardship and independence. We put our values at the heart of what we do; we are bold, embracing, resourceful and imaginative. We are looking for enthusiastic and committed volunteers to help engage diverse audiences and deliver unforgettable tours. This role supports the ORNC by helping to maintain a helpful, welcoming reception to visitors, and by engaging with individuals and groups to help bring the stories and history of the ORNC to life. The purpose of the Tour Guide volunteer role to welcome visitors to the ORNC, providing an informed, positive, and enjoyable experience for all, using tour scripts and training to an agreed standard.
Key Responsibilities	• To lead visitor tours and talks at ORNC to an advertised and agreed timetable. • To be able to work both as part of a team and independently. • Respond positively to change and new ideas. • To prepare, present and deliver an exciting and participatory tour experience to our visitors. • To attend a series of training sessions to prepare you for the role and maintain and attend regular ongoing training as part of the role. • Become familiar with and always follow the ORNC's Health and Safety Policy. • Represent the ORNC in a positive manner.

Time Expectations	Minimum of 3.5 hours per week and availability to attend all training dates prior to commencement. Interviews will be held at the end of October 2023 and training will run in the beginning of November 2023.
Minimum age commitments	18
Training, support and other benefits	**As ORNC volunteers you will receive:** • A full induction, in-house training, and support from experienced heritage professionals, including peer support. • Regular support and supervision from the Team Leaders and the Volunteer Supervisor. • Local discounts in shop and cafes. • Free access to the site attractions. • Travel costs of up to £15 per day will be reimbursed based on Oyster card/travel receipts. • £3.50 towards lunch for a five-hour shift or more. • Uniform provided. • **Volunteers will have the opportunity to:** • Become part of a friendly dedicated and new team. • Meet people from all walks of life and make new friends. • Enjoy new experiences whilst sharing a passion for history and the ORNC. • Develop public speaking and story-telling skills.
Skills and Experience	• Interested in working with a wide variety of people. • Good communication, literacy, and storytelling skills. • Attention to detail. • Pleasant friendly manner, polite under pressure. • Ability to present to an audience and keep to time limits. • Ability to adapt to changing circumstances. • Experience of working with public an advantage. • Able to prioritise appropriately. • Reasonably fit as some walking, stair climbing, and lifting of objects involved. Desirable: General knowledge and enthusiasm for the subject and content of the ORNC, for example British History, art and architecture, or conservation.
Reporting to	Volunteer Supervisor, Visitor Experience Manager, Team Leader
Contact person	Salvatore Capuano, Volunteer Supervisor volunteer@ornc.org