



# The National Tramway Museum – Museum Tour Guide

**Responsible to:** Tramway Operations and Visitor Experience Manager

**Hours:** Approx 9.30am to 4:00pm a day (later on event days) or longer if you would like to.

Our guided tours run twice a day at 11:30am and 2pm.

## **What will you do?**

Our Museum Tour Guides are part of the Visitor Experience team and ambassadors for the Museum who entertain and educate our visitors about the history of the Museum. From trams to buildings and street furniture, there's lots to talk about.

## **This includes:**

- Guiding visitors down Main Street, explaining the history of the Museum and where the buildings came from. From the Depot and Great Exhibition Hall, talk about the history of our collections.
- Answering visitor questions.

Don't panic. We don't expect you to learn everything in one go! You'll receive full training and will work alongside an experienced tour guide until you're happy.

## **You must be at least 18 years of age for our Visitor Experience Roles**

## **This role would suit you if:**

- You are outgoing and happy to talk to groups of people. This role is visitor facing and the ability to talk to visitors is essential.
- You have a keen eye for detail and can tell a good story.
- Enjoy meeting, talking and listening to people.
- You have an enthusiastic attitude and can be patient with visitors, both young and old.
- Have a keen eye for detail and can tell a good story.
- You are happy to spend periods of time outside.

## **What do we provide?**

- Full training and support from the Visitor Experience Manager.
- A 'buddy' to shadow while you become familiar with the role.
- A dedicated volunteer space with a kitchen & hot drinks machine

## **What do we ask of you?**

- To act as a representative and ambassador for Crich Tramway Village and the National Tramway Museum.
- To ensure the health and safety of visitors, volunteers and staff by following designated procedures.
- To work within the guidelines of the Volunteer Policy and related organisational policies and procedures.
- We realise that there are times when your plans may have to change. If you are unable to attend, please let your department head know as soon as possible.