

Volunteer role description

Title: Tour Guide

Accountability: Eling Experience Manager

Hours: As agreed

Location: Eling Tide Mill, Eling Lane, Eling, SO40 9HF.

Purpose of role:

To support the interpretation of the Eling Tide Mill Experience and add to visitor enjoyment and learning by leading engaging tours of the ETM for a range of visitors.

Co-operate with colleagues to facilitate the smooth running of the Tide Mill, Visitor Centre and External Walks.

You should have a keen interest in the local history of our area, excellent communication and organisation skills.

Role and responsibilities:

1. To provide engaging tours adapting content and style for specific audiences where required.
2. Answer questions raised by the public.
3. Support interpretation of the wider area eg St Mary's Church.
4. Support the aims and visions of the ETME.
5. To take part in the Tour Guide Training and any other relevant training.
6. Actively promote the Eling Experience to new and returning visitors and participate in milling demonstrations.
7. Comply with the Council's Health & Safety policy ensuring you, your colleagues and visitors' HASAW needs are met
8. To adhere to the Volunteer agreement, and Volunteer Policy.
9. To comply with, and implement, the Equal Opportunities Policy and procedure, together with all other agreed policies and procedures of the Totton & Eling Town Council.

Helen Robinson
Eling Experience Manager

September 2017