



**PROVAN HALL COMMUNITY MANAGEMENT TRUST**

**Volunteer Role Description**

Role Title:	Volunteer Tour Guide
Responsible to:	Community Engagement and Volunteer Coordinator
Where (Location):	Provan Hall, Auchinlea Road, Glasgow, G34 9PQ
Time commitment:	Part-time, flexible, to be agreed with Volunteer Coordinator
Role description:	<p>Provan Hall Community Management Trust is looking for volunteers to give guided tours of Provan Hall, a late medieval building that has recently undergone a £2m restoration. These guided walks are offered to the public, schools, and private groups, usually on weekends. These tours generate income to support the running of Provan Hall.</p> <p>The walks aim to provide engaging, accessible, well-researched information, that teaches people about the history of Provan Hall.</p> <p>The Trust aims to support volunteers to gain new skills, knowledge, experience running tours, and meet new people. The role is flexible.</p> <p>The Trust provide training, a script, and cover reasonable volunteer travel expenses.</p>
Main tasks:	<ul style="list-style-type: none"> <li>• Learn the script about the history of Provan Hall (you're welcome to contribute research, but this is not expected)</li> <li>• Share information with the public (and potentially schools and private groups) about the history of Provan Hall. Each guided walk will have a maximum of 15-20 people.</li> <li>• Become familiar with the tour routes and highlights.</li> <li>• Speak loud enough to ensure that all participants can hear.</li> <li>• Keep the group safe and not loose anyone</li> <li>• Keep track of tour groups through sign in sheets and feedback forms.</li> <li>• Support new volunteer tour guides and share knowledge and experience with them.</li> </ul>



Qualities required for this role:	No qualifications or previous experience is required. Valuable qualities for the role include the ability to memorise information, interpersonal communication skills, and confidence communicating with others.
Training and support available:	The Trust will provide a script, training, sign in sheets and feedback forms, and will cover reasonable travel expenses.
PVG or other Disclosure checks required for this role:	Unlikely. Only necessary if doing regular work with protected groups.
Extras/benefits of volunteering in this role	Learn, meet new people, build skills, experience and confidence, and increased wellbeing through community connection.
Recruitment process:	This will involve an informal interview and interview questions will be sent out in advance so there are no surprises!
Date role created:	16.11.2022