



The Bishop's Palace  
WELLS · SOMERSET

<i>Title</i>	<b>Volunteer Tour Guide</b>
<i>Reports to</i>	Community Engagement Manager
<i>Key internal contacts</i>	Siobhan Goodwin: Community Engagement Manager - co-ordinates recruitment, training and rotas for guides and helps the other department heads to look after their volunteers. Adam Saunders – Visitor Services Manager Jeremy Cole – Assistant Visitor Services Manager
<i>Purpose of role</i>	To lead extended themed tours and walks around the site for groups of visitors. Some guides may wish to represent The Palace Trust by presenting talks off site to local groups about The Bishop's Palace. All training and resources are provided. This part of the role is optional.
<i>Key tasks- what The Palace Trust expects from the guides</i>	<ul style="list-style-type: none"><li>• Provide a friendly and informed welcome to all visitors, including children, families and visitors with disabilities.</li><li>• Work with other guides, including new guides to develop the quality of tours and walks and increase the enjoyment of visitors.</li><li>• Help to ensure that visitors are safe while they are on site and understand how to treat the site with respect.</li><li>• To attend on-going training sessions, annual reviews and other meetings as required.</li><li>• Anticipated time contribution</li><li>• A variety of tours are offered and these vary in duration. The length of the tour may also need to be varied depending on the audience, weather conditions etc. Introductory tour are likely to be 45minutes, a bespoke tour for a group could be up to 1,5 hours.</li><li>• There will be a monthly rota for scheduled tours when The Bishop's Palace &amp; Gardens are open to the public, and guides may also be asked to lead tours at other times for pre-booked groups.</li><li>• A minimum contribution of 2 half days (mornings/afternoons) each month is expected from each Guide. One or two public tours are offered each day depending on the time of year. Groups may also pre-book tours.</li><li>• Dress code - Guides should be dressed in clean and practical attire. Please bring waterproof clothing and appropriate footwear if weather is poor.</li><li>• Badge to be worn on site whilst on duty or training.</li></ul>