

## Tour Guide Volunteer

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The Museum of Cambridge is the city's only museum that shares the stories and lives of the people of Cambridge. On the corner of Castle and Northampton Street in a 17<sup>th</sup>-century coaching inn, we share what life was and still is like living in Cambridge and the surrounding villages. Our collection represents 300 years of stories about the everyday life, fears, hopes and experiences of the people in this area. We are proud to be an independent museum which is supported by a thriving team of volunteers across many areas of work.

The Museum is open 6 days a week, Wednesday- Monday. The Museum is open on Monday, Wednesday-Saturday 10AM-5PM, and Sunday 11AM-4PM.

### **We are looking for someone who:**

- Is friendly and charismatic, likes to start conversations, and is approachable
- Is outgoing and works well as part of a team
- Enjoys engaging with people from all backgrounds and ages
- Is interested in providing great experiences for visitors
- Shows initiative
- Thinks on their feet
- Is passionate about local history
- Is enthusiastic in learning and sharing about the Museum and our collection

### **What's in it for you:**

- Learn about and share your passion for Cambridgeshire history
- Gain confidence and experience in public speaking with tour guide training
- Develop your people skills and experience giving tours to the public
- Learn to think on your feet, responding to questions and queries to the best of your knowledge
- Make connections and meet people from Cambridge and beyond
- Tea, coffee, and biscuits whenever you volunteer
- Social events to explore Cambridge and get to know the other volunteers

### **Tour Volunteers help us:**

- Welcome visitors from around the world
- Deliver inspiring and enjoyable walking tours, walking around the Museum area and also within the Museum building
- Share the stories and lives of the people of Cambridgeshire through collections and their history

## **This role includes:**

Delivering tours, like our 90-minute 'Museum of Cambridge and Old Quarter' tour, independently, sharing your passion for Cambridgeshire history. The tour will require the volunteer to be standing and walking for up to 90 minutes. The first 30 minutes of the tour is spent outdoors in the Castle Street area, with the remaining hour within the Museum. This project is made possible with The National Lottery Heritage Fund, as part of our Firm Foundations and Flourishing Futures project.

As a Tour Guide Volunteer, you will:

- Support the Museum in bringing the history of Cambridge to life
- Learn and develop new skills and experience
- Be friendly and approachable, engaging with all tour participants
- Welcome tour participants and check tickets on the day
- Learn our 'Museum of Cambridge and Old Quarter' tour script, and adding your own flavour in delivery of the tour
- Think on your feet, answering questions about the Museum and our collection to the best of your ability

Previous experience in tour guiding is not required for this volunteer role. Even if you have never led a tour before but are interested in sharing your love of local history, we will provide all the training and support you need to run a fantastic tour.

The 'Museum of Cambridge and Old Quarter' tour currently runs on Mondays at 10:30AM, but we are open to running the tour on other days of the week. Please consider applying even if you are not currently available on Mondays. We hope that guides will be able to do at least one or two tours a month.

## **How to Apply:**

Apply here and join our online volunteering platform Better Impact (<https://btrr.im/pp7gc>). If you need support with this application please email, call, or pop into the Museum.

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## **What happens next?**

If you would like to volunteer with us, we will get you onsite to check out the role, speak with our team and get you started on some basic training. You will be sent our 'Museum of Cambridge and Old Quarter' tour script and invited to a half-day training course. It's as easy as that! If you have any further questions, get in touch with [sumyin.wong@museumofcambridge.org.uk](mailto:sumyin.wong@museumofcambridge.org.uk) or telephone 01223 355159

## **Facilities**

At the Museum of Cambridge, we have a comfortable living room space and a well-equipped kitchen. The museum is a grade II listed 17th century building with uneven floors and narrow staircases.

## **Health and safety responsibilities:**

You will be responsible for your own health and safety and that of others with whom you volunteer, by reporting all potential and actual health and safety matters including accidents using the correct procedures. You will be supported in your knowledge by completing our health and safety E-learning module.

## **Safeguarding:**

The Museum of Cambridge acknowledges that we have the ultimate responsibility for management and control of activities conducted at the Museum and that this is in line with relevant legislation and statutory guidance of the safeguarding of young people and vulnerable groups. Please refer to our Safeguarding Policy for more information.

## **Equality and Diversity:**

Volunteers from all backgrounds and experiences are welcome. We are committed to equality and diversity and creating a welcoming environment where all feel valued. The Museum of Cambridge has a responsibility to ensure all volunteers are eligible to volunteer in the UK.