

# Volunteer Tour Guide

Join our friendly and dedicated volunteer team as a volunteer tour guide, helping our visitors to understand and enjoy their visit

## **Hours and time frame**

Most of our guides volunteer either for weekdays or weekend shifts, but some do both.

### *Monday to Friday*

Normally we have one or two tours leaving around 1.45pm. Guides need to arrive by 1.30pm and will typically take one tour. We also do group tours during the week, usually around 11am, so you might take a group tour, followed by a break, and then a lunchtime public tour. Alternatively some guides spend a morning staffing the East Cemetery entrance from 10am to 1pm, and then take a lunchtime public tour. Weekday guides tend to take the same slot each week. When those are taken, we're always on the lookout for people with the flexibility to turn up for a more ad hoc pattern of volunteering to cover for holidays, illness, and other group tours.

### *Weekends and bank holidays*

Ideally you can make a regular commitment to volunteer for at least one weekend day per month. Normal hours are from 10.45am to 4pm in the winter months (most guides will give two tours a day) and 5pm in the summer (most guides will give three tours a day). There may be shorter shifts available, so if these might suit you please let us know.

## **What is a 'Volunteer Tour Guide'?**

- You will help to convey the story of Highgate Cemetery by delivering excellent tours of between 60 and 70 minutes for both adults and families
- You will actively engage with visitors and answer their questions or direct them to a member of staff or another volunteer as appropriate
- You will provide a warm and friendly welcome for all visitors, including visitors with disabilities who may have special requirements
- As the public face of Highgate Cemetery, you will help us deliver excellent customer service, including the sale of tickets and merchandise, and encouraging visitors to leave donations
- You will attend relevant training courses and workshops to increase your knowledge of the cemetery and the people buried here
- You will help protect the cemetery, volunteers and visitors by understanding and following our security and safety procedures
- Between tours you'll be happy to help out on the till or to patrol the East Cemetery or to engage potential visitors in conversations about their visit

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

- being part of a friendly and dedicated team
- working outdoors, most of the time
- meeting people from all walks of life and making new friends
- improving your communication skills
- great personal satisfaction, since you have the opportunity to make a real difference to our visitors' experience

## **This role will suit people who...**

- have a friendly and enthusiastic manner, combined with tact and diplomacy
- are comfortable speaking to small and large groups of up to 20 people
- have confidence in their ability to communicate well with all age groups and nationalities
- are reliable, responsible and punctual

- love history and enjoy research
- are flexible and don't mind taking on other tasks as they are needed

## **Support and training**

- Core training and specific role training will be given
- Volunteers will be given clear guidance on how to deal with security or safety issues and will always have access to a member of Highgate Cemetery staff or senior volunteer

## **What Highgate Cemetery expects from volunteers**

You will

- maintain good working relationships with staff, other volunteers and members of the public
- attend appropriate training and learn about Highgate Cemetery and the work of the Friends of Highgate Cemetery Trust
- be reliable in attendance and inform us promptly if you cannot attend when expected
- observe organisational policy and procedures
- protect Highgate Cemetery property from theft, damage or loss within the limit of your responsibilities
- safeguard confidential information about Highgate Cemetery and refer any controversial matters relating to the work of Highgate Cemetery to your manager

## **Other information**

- The role is purely voluntary. This role description sets out expectations, but it is not a legally binding arrangement or an employment contract
- Volunteers may be reimbursed for reasonable local travel costs between home and the Cemetery subject to our expenses policy
- A Highgate Cemetery volunteer name badge will be provided and must be worn, giving you free access to the East Cemetery

## **You report to**

- the duty manager at the weekends and bank holidays for anything to do with that day
- the volunteer coordinator during the week and for any other matters

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Volunteer Coordinator  
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