

## Task Description

### Standedge Visitor Centre – Volunteer Visitor Guide / Story Teller

Role title	Volunteer Visitor Guide / Story Teller	
What needs doing:	<p>The Standedge Tunnel &amp; Visitor Centre sits on the banks of the historic Huddersfield Narrow Canal, attracting around 35,000 visitors to the canal and Pennines each year. Volunteers helped restored the canal through here and help keep it alive now.</p> <p>You will be the face of the Visitor Centre, playing a key role in the enjoyment of the visitor experience and ensuring visitors leave with a greater understanding and affinity to the waterways.</p> <p>You will be on hand to talk to visitors, increasing their understanding of the exhibits, enlightening them to the work that British Waterways carries out and informing them about the boat trips on offer. You will also be able to inform visitors of other nearby waterway attractions they may also like to visit whilst in the area, alongside answering a range of general enquiries. As a story teller you would share your experience of the canal or maybe that of a character in order to bring the visitors experience alive.</p> <p>On occasions where we have school or community group visits booked you will meet &amp; greet the guests and remain with them throughout their tour to provide excellent customer service to ensure they get the most from their experience.</p>	
Activity area:	<b>Interpretation and promotion tasks:</b> leading/assisting schools' visits; organizing/running public events inc guided walks/talks; interpretive design/development	✓
	<b>Practical tasks</b> such as hedge-laying, sign installation, litter picking, habitat creation, access improvement, restoration tasks	
	<b>Recording and monitoring tasks</b> such as heritage recording, archaeology, inspections, biodiversity monitoring	
	<b>Customer service tasks</b> such as rangers, assistance at lock flights, management of on site attractions (information points etc.)	✓
What's in it for the volunteer	<ul style="list-style-type: none"> <li>• The chance to work with a wide range of people, both BW staff and our customers</li> <li>• The satisfaction of being able to make a difference to waterway visitors, whether they are an individual, a family enjoying their first canal holiday or a local school or community group, your help and interaction will leave them with a positive impression of your local canal and British Waterways as a whole.</li> <li>• Reimbursement of out-of-pocket expenses</li> <li>• All relevant training for the role including in dealing with people, working with children and all appropriate safety</li> </ul>	
Keys skills needed	<ul style="list-style-type: none"> <li>• Enthusiasm for your local waterways</li> <li>• A basic understanding of the canal and local area</li> <li>• Excellent interpersonal skills for dealing with visitors face to face</li> <li>• You must be trustworthy and reliable</li> </ul>	
Checks needed (informal interview, CRB, ISA registration, references). Look at guidance on	Informal interview & reference checks. A CRB check will be required for those wishing to volunteer at	

checks	school visits.		
Training offered (inc. accreditation where applicable)	<p>As part of your familiarisation with the Visitor Centre a full tour will be provided.</p> <p>'On the job' training offered as part of induction process.</p> <p>Other training detailed below will be made available as required: Basic fire, water, save a life training; Safe working in BW; Working with Children; Customer Service training</p>		
Ongoing role or time limited?	Ongoing.		
Ideal time commitment needed?	<p>The greatest demand for this role will be at weekends, although, there will also be mid-week opportunities for working with group bookings. Ideally you'll be able to give this time for 6 months. The centre will be closed during the winter months.</p> <p>*check seasonal opening times*</p>		
Task based where?	<i>Place:</i>	Standedge Visitor Centre	<i>Nearest town:</i> Huddersfield
	<i>Postcode:</i>	HD7 6NQ	
	<i>Waterway:</i>	Manchester & Pennine. Huddersfield Narrow Canal	
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