



Volunteer Role Description

Tour Guide

What is a Tour Guide?

Tour Guides have a vital role to play by delivering memorable and enjoyable tours that bring Fairfax House to life and enhance the visitor's experience. Guides have a deep knowledge of the house and collection, and a passion for inspiring people and conveying information. They interact closely with visitors to help them discover more about the history of the house and family who lived here, and leave them with a greater appreciation of eighteenth-century life, culture and the unique nature of this Georgian townhouse. Tour Guides also help to protect the health and safety of visitors, and play a part in safeguarding the property and its assets.

Volunteer Tour Guides work closely with the Front of House team to provide tours of the house either at scheduled times (two Monday tours) or for pre-booked specific 'one-off' visits tailored to particular group. Guides also are responsible for leading education tours for school groups.

What's in it for you?

- Being part of a friendly and dedicated team
- Meeting and interacting with people from all walks of life
- Fine tuning your excellent communication skills
- Furthering an interest in York's Georgian history and gaining a deeper knowledge of Fairfax House
- Enjoying new experiences and enjoying a variety of roles
- Personal satisfaction, since you have the opportunity to make a real difference to our visitors' experiences
- Volunteering in a beautiful historic environment
- Enjoying new experiences and enjoying a variety of roles
- Learning new and useful skills
- Discovering new things about you and what you can do

What's involved?

- Delivering a variety of tours to a wide range of people (including taking scheduled history tours on Mondays, leading pre-booked group visits, providing exclusive-access, out-of-hours tours for special-interest groups and welcoming schools for education visits).

- Helping our visitors to discover more by offering an interesting, engaging and informative insight into the history and lives of people connected to Fairfax House.
- Interacting with people and being happy and confident in talking to all our visitors and members of the public.
- Recognising and supporting the specific access needs of all our visitors, helping make sure that they have a comfortable, enjoyable and memorable visit.
- Being part of a rota system for Monday tours on average once a month.
- Being willing to participate in and be available for pre-booked group tours at other times during the week, occasionally on weekends or evenings.
- Being physically fit and mobile - tours of the House take approximately 1¼ to 1½ hours and you will be on your feet during this time.
- Attending a three-part Guide training course (9+ hours) to prepare you for the role.
- Becoming familiar with the museum's policies including following security procedures to help protect the collection and being responsible for the evacuation of visitors in an emergency.
- Giving a commitment of at least one year's volunteering approximately once a week, and continuing Room Hosting duties to maintain your knowledge and skills on a regular basis.
- Supporting any other activities relevant to the role.

Please note all tour guides are required to have an enhanced DBS check, as this role may bring you into contact with children through school tours.

This role will suit people who... are not afraid to talk to people. You will have an enthusiastic and friendly manner, be confident in talking to groups of people, have good time management skills and can project your voice well.

You will also ...

- Be proud to represent Fairfax House and be highly professional in all that you do.
- Be keen to learn new skills
- Be a good communicator
- Enjoy engaging with a diverse range of people
- Be friendly, cheerful and have a positive outlook
- Be good at conveying information in a cohesive, enjoyable and accessible way
- Enjoy providing excellent service
- Like rising to meet a challenge and remain undaunted by questions thrown at you
- Be tolerant yet able to maintain a command of any situation
- Be adaptable and can change your style and delivery method to meet the needs of different audiences
- Enjoy being part of a team and be happy to work collaboratively, flexibly and sensitively with other guides
- Be able to adapt your skills and knowledge to suit different situations
- Be keen to both pass on your own knowledge to visitors and also to gain knowledge from other guides, staff and the public
- Be receptive and welcome feedback

Extra information

Length of service required

Tour Guides need to have a deep understanding and up-to-date knowledge of the house and collection. This takes time to acquire and before a volunteer is considered for a Guiding role, we would expect him or her to have spent a good length of time with us gaining experience in the role of *Room Host* and demonstrating their aptitude for progressing to a Tour Guide.

Time commitment

Tours take place twice every Monday at 11am and 2pm, organised and allocated in advance on a three-monthly rota system. You can give as much of your time as you would like however most guides do one to two tours per month.

In addition pre-booked group tours can take place on any day during the week in museum opening hours, or for special private/behind the scenes tours out of hours. These are pre-booked in advance, and as much notice as possible is given to the Guide team.

Staff Contact: House Steward

What you need to wear

Bring sensible wear for being on your feet and moving around e.g. comfortable shoes. Also consider that as key representatives of the House, Guides need to present a well-groomed, professional and smart appearance.

Training/Resources

All new Guides need to participate in the Guide Training Course (9+ hour commitment) to prepare them fully for the role. We also suggest that Guides make every effort to attend all Volunteer Meetings in order to share information, keep your knowledge up-to-date and benefit from the keynote speakers who are engaged for each meeting.

This role is purely voluntary and does not create a legally binding arrangement or employment contract.