

## **Bridging the Tamar Bridge Ambassador Volunteer Bridge Guide**

### **Purpose of the role**

This is a key role in making visits inspiring and bringing the bridges to life for visitors.

You will lead guided tours from the Learning Centre at the Tamar Bridge Offices through the outdoor area, onto and around the Tamar Bridge. We also offer special behind the scenes tours.

We are looking for friendly and enthusiastic communicators who enjoy meeting people from all walks of life, are keen to learn about the history of the bridges and share this knowledge with visitors in an accessible way.

The Learning Centre enables visitors to enjoy and learn more about the history of the Tamar and Royal Albert Bridge, including their design and construction, social history and the River Tamar. The Centre also explores how the bridges operate today including civil engineering and maintenance, control room operation, toll collection and traffic management.

### **What's involved?**

- Meet and greet the public gathering for our free bridge tours
- Meet and greet groups who have booked a tour in advance
- Present the story of the bridges and other related topics in an enthusiastic and engaging manner
- Ensure the information presented meets the needs of the group; consider the audience you are working with and adapt delivery if appropriate to provide the best experience for that audience
- Consider the health and safety of the group and yourself at all times
- Keep an eye on the time, so more people get to enjoy a tour
- Communicate with the Volunteer Visitor Welcome Assistants in the Learning Centre
- Whenever possible assist visitors with information about the local area if requested
- Ask visitors for feedback
- Be a positive advocate the Bridging the Tamar project

### **People who suit this role will be:**

- Someone who loves meeting people from all walks of life
- Happy to work out of doors in all weathers
- Confident in leading groups of visitors and adapting the tour to the learning needs of the audiences
- Someone with a flexible approach to working as part of a team; willing to get stuck in with anything on a busy day but positive and proactive on a quiet one





- As happy striking up a conversation with our visitors as they are working alongside the staff team
- Organised and able to manage their own time

## Training

We'll provide a full induction and training tailored to the role. Full training will be given on presenting tours and engaging different audiences.

## Extra information

- Check our website for details of our regular tours, which are generally an hour in length.
- Volunteers can request a regular shift or volunteer more flexibly. We will have a particular need for voluntary help at weekends.
- As part of our safeguarding responsibility a Disclosure and Barring Service (DBS) certificate is required for all voluntary roles; this is organised and paid for by us.
- We'll reimburse travel expenses between home and the Tamar Bridge.
- You may wish to combine this role with other roles such as the Learning Assistant or Visitor Welcome Assistant.

## Contact us

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<https://www.bridgingthetamar.org.uk/> Bridging the Tamar Visitor and Learning Centre