

Bridging the Tamar Bridge Ambassador Volunteer Welcome Assistant

Purpose of the role

This is a key role in making visits inspiring and offering a warm welcome to everyone who visits the Bridging the Tamar Learning Centre. This role is based within the Learning Centre at the Tamar Bridge Offices.

The Learning Centre enables visitors to enjoy and learn more about the history of the Tamar and Royal Albert Bridges, 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?

- Provide a friendly and informed welcome to all visitors and provide a high level of customer service
- Help visitors to discover more about the bridges they are visiting by helping to interpret them e.g. answering questions, giving short talks, handing out children's activity trails, leaflets etc.
- Support the staff and volunteer team in ensuring the displays are kept well-presented
- Promote guided tours and events, and communicate with the Volunteer Bridge Guides on site
- Whenever possible assist visitors with information about the local area if requested
- Ask visitors for feedback
- Be a positive advocate for the Bridging the Tamar project
- Sell guidebooks and other retail items

People who will suit this role will be:

- Someone who loves meeting people from all walks of life, enjoys working with families, but is equally happy to let visitors explore at their own pace
- 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
- Will be as happy striking up a conversation with our visitors as they are working alongside the staff team
- Aged 18 or over

Training

- We'll provide a full induction and training tailored to the role.



Extra information

- Shifts will be 10.00 to 13.00 and 13.00 to 16.00, and 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 Bridge Guide.

