

Bridging the Tamar Bridge Ambassador Volunteer 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 groups visiting the Visitor and Learning Centre and deliver talks and tours in the Centre, its grounds, and onto and around the Tamar Bridge.

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 or pre-booked specialist group visits e.g. the U3A, and deliver introductory talks or bridge tours;
- Present the story of the bridges and other related topics in an enthusiastic and engaging manner, ensuring the information presented meets the needs of the group;
- Welcome school or scout groups, engage them with the Visitor Centre, and support the Heritage Officer to move groups around the site and onto the bridge;
- Provide behind the scenes access and deliver anchorage tours;
- Consider the health and safety of the group and yourself at all times;
- Keep an eye on the time, so everyone gets to enjoy their trip;
- Whenever possible assist visitors with information about the local area if requested;
- Encourage visitor feedback;
- Be a positive advocate the Bridging the Tamar Visitor Centre and the Tamar Crossings.

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 and there will be the opportunity to shadow existing staff and volunteers.

Extra information

- Check www.bridgingthetamar.org.uk for details of our regular tours and talks, which range from half an hour to an hour and a half in length on week days and weekends.
- Volunteers can request a regular shift or volunteer more flexibly
- As part of our safeguarding responsibility a Disclosure and Barring Service (DBS) certificate is required for this role; this is organised and paid for by us.
- We'll reimburse travel expenses between home and the Tamar Bridge.
- This role is suitable for people aged 18 and over.

Contact us

- Please register your interest by filling in a Volunteer Registration Form <https://www.bridgingthetamar.org.uk/volunteering/> or collect a form from the Bridge Offices.
- volunteer@tamarcrossings.org.uk
- 01752 361577

