

Bridging the Tamar Bridge Ambassador Volunteer Welcome Host

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
- 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

Training

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

Extra information

- 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

- volunteer@tamarcrossings.org.uk
- 01752 361577
- 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.

