

Volunteer Tour Guide Role Description

Where will I be based?

Margam Country Park is one of Wales' most popular visitor attractions and best loved historic sites. Volunteers are provide tours around the park's historic buildings and gardens.

What will I be doing?

To help visitors enjoy the park's historic buildings and gardens, main tasks include:

- Researching and writing tour guide scripts on different subjects
- Conducting tours with small groups (providing information and highlighting points of interest)
- Answering questions on the history of the park and gardens

What training will I receive?

- 'On the job' training
- Optional training courses

How will I benefit from the role?

The Volunteer Tour Guide role offers:

- Experience in public speaking and interacting with visitors
- Development of historic or wildlife knowledge
- Opportunities to make new friends
- Satisfaction of helping visitors to the park
- Free annual trip to other historic buildings and gardens for learning purposes

What skills, experience or abilities do I need?

- Previous customer service experience
- Comfortable talking to small groups of people
- Enthusiasm to learn information on the park's historic buildings and gardens
- Low to moderate level of fitness

How much time do I need to commit?

Volunteers are asked to commit either one or two days per week with a heavy focus on delivering tours during school holidays.

What expenses will I be paid?

All volunteers are encouraged to use public transport. Free bus tickets will be issued. Car mileage will be paid up to the equivalent cost of a bus ticket.

