

# Tour Guide

## Volunteer Role Description

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### What is a Tour Guide Volunteer?

Tour Guides have a vital role to play in delivering inspiring and enjoyable tours, helping visitors to learn more about the history of Cromford Mill and Sir Richard Arkwright.

### Why we want you

Our Tour Guides are vital in bringing the story of Cromford Mill to life and sharing the history of this fantastic place with our visitors. We run guided tours of the Mill every day for the public and additional tours for pre-booked groups, including schools.

### What will you be doing?

- Helping visitors to discover more by telling facts, stories and anecdotes relevant to Cromford Mill and its history.
- Adapting tours as necessary to meet the needs of different audiences, including any access and inclusion requirements they may have.
- Learning about the history of Sir Richard Arkwright and Cromford Mill and sharing this with our visitors.
- Attending Tour Guide training and workshops.
- Participating in peer support and the evaluation of other Tour Guides.
- Promoting the daily guided tours and encouraging visitors to book tickets for these and other activities on site.
- In between tours helping to meet and greet visitors, or assisting in the Visitor Centre.
- Keeping up to date with what is happening at the Mill to inform visitors correctly e.g. on where events are taking place.
- Becoming familiar with and following the Arkwright Society's Health and Safety Policy at all times.
- Giving any other appropriate assistance as may be reasonably requested.

### You'll need to be:

- Enthusiastic, warm and friendly and enjoy talking to people of all ages
- Confident in talking to groups of people
- Have good time management skills
- Keen to learn and share this knowledge
- Able to work on your own and with a team
- Demonstrate a passion for Cromford Mills, its history and the work of the Arkwright Society

**This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract**

- Knowledgeable with IT

## What will you get out of it?

- Becoming part of a friendly and dedicated team
- Meeting people from all walks of life and making new friends
- Developing your communication skills
- Enjoying new experiences and learning something new every day
- Pleasure from sharing the stories of this place with our visitors and showing them a great day out.

## How much time will it take up?

We are currently looking to recruit new guides who are flexible about their availability, but could commit to a tour every fortnight. The time commitment will be discussed with your staff contact.

## For your information

**Location** Cromford Mills

**Volunteer Manager** Hannah Steggles

**Staff Contact** Hannah Steggles (Head of Heritage) and Laura Smith (Visitor Experience Coordinator).

**Support/Training** There will be training on the history and current attractions within Cromford Mills and the Derwent Valley World Heritage Site and the knowledge needed to deliver a guided tour.

**Expenses** Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance. Lunch vouchers are available for day volunteers to be used in either of our cafes.

## About Cromford Mill

At Cromford Mill Sir Richard Arkwright constructed the world's first successful water powered cotton spinning mill in 1771. These mills were the first phase in the development of the factory system and led to the Derwent Valley being described as "the cradle of the Industrial Revolution". In 2001 its historical importance was acknowledged when this part of the Derwent Valley became a UNESCO World Heritage Site.

Cromford Mills is a multi-purpose site with visitor attractions, including exhibitions and tours, alongside business tenants all contributing to the working nature of the site. The site is undergoing a long-term programme of restoration. There is a variety of cafes, shops and a regular events and schools programme.

## Background to the Arkwright Society

The Arkwright Society is a registered charity (515526). The Society was created by a team of volunteers who worked together to research the Mill site for the festival celebrating the bicentenary of Arkwright's arrival in Cromford in 1971. The Society emerged from this to manage the mills, watercourses and associated buildings and eventually purchased the site in 1979.

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