

Visitor Centre Host

Volunteer Role Description



What is the Visitor Centre?

The Visitor Centre @ Building 17 acts as the northern gateway to the Derwent Valley Mills World Heritage Site and opened at Cromford Mills in early 2016. The Visitor Center provides a focal point within the northern part of the Derwent Valley Mills World Heritage Site and engages a broad spectrum of visitors in a variety of ways, providing opportunities to discover more about the heritage of this remarkable valley that changed the world, and signposting visitors to key locations within Cromford and the wider World Heritage Site. It includes an auditorium, exhibition area, and historical interpretation including the Arkwright Experience; an audio visual presentation inside Sir Richard Arkwright's first mill built in 1771.

What is a Visitor Centre Host?

Visitor Centre Hosts welcome all of our visitors to the Derwent Valley World Heritage Site and perform a range of tasks to ensure they get the most out of their visit, including sharing your knowledge of the Derwent Valley Mills World Heritage Site.

Why we want you

This role is absolutely essential in ensuring the Visitor Centre runs smoothly. Your enthusiasm for Cromford Mills and the whole of the Derwent Valley is essential in making our visitors feel welcome in the center. Apply as soon as you can! We are looking for a large team to welcome our visitors so do not miss out.

What will you be doing?

- Offer an engaging and friendly welcome to visitors and help them to get the most out of their visit.
- Introducing visitors to what they can do on the site and ensuring visitors have their annual ticket.
- Sharing your knowledge of Cromford Mills and the Derwent Valley World Heritage Site and directing people to other attractions in the area.
- Supporting visitors to use the interactives and children's activities.
- Hand out appropriate leaflets to visitors.
- Guiding visitors through the Arkwright Experience, and sharing historical information about the building and Sir Richard Arkwright.
- Ensuring the Visitor Centre is tidy, safe and ready for visitors.
- Promoting all tours and visitor offers as well as selling tickets (Training will be given. There is no cash handling in this role).
- Help to ensure that in an emergency, the Centre is safely and calmly evacuated as managed by the site staff.
- As with all roles, become familiar with, and then follow, the Arkwright Society's policies on health and safety and equal opportunities at all times.

You'll need to be:

- Enthusiastic about Cromford Mills and the Derwent Valley Mills World Heritage Site, with an interest in its history and the current tourism offer and ready to share this with our visitors.
- Visitor focussed and excellent at engaging with people so you can find out what they want from their visit and exceed their expectations.
- Be willing to have a flexible and versatile approach to providing support wherever and whenever

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needed.

- No qualifications or experience are necessary, but a desire to work with the public is a must.
- Have enthusiasm for relevant subjects (Industrial and social history, textiles, Cromford and working with the public).

What will you get out of it?

- Socialising with lots of interesting people
- Becoming part of a vibrant project that is always growing
- Joining a friendly and dedicated team
- The opportunity to learn new skills and knowledge and expand your CV
- The opportunity to gain experience in front of house and customer service
- Knowing you are helping a great cause and keeping Arkwright's mills going
- Satisfaction from helping adults and children enjoy their day
- Lunch voucher for full day volunteers
- Opportunity to learn more about Cromford Mills
- Social events
- Mileage allowance

How much time will it take up?

Cromford Mills is open every day of the year (except Christmas day). There are a variety of shifts available, including whole days and half days. Those days can be flexible. We recommend people volunteer at least once every two weeks to keep up to date with their knowledge. Your time commitment will be discussed with your staff contact/Volunteer Manager.

For your information

Location Cromford Mills
Volunteer Manager Hannah Steggles

Support/Training There will be training on the history and current attractions within Cromford Mills and the Derwent Valley World Heritage Site. There will also be training on the interactive exhibits in the Visitor Centre and a full site induction.

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 wonderful 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 not a museum. It is a multi-purpose site with visitor attractions and 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 restaurants, shops, exhibitions and a regular events and schools programme.

Background to the Arkwright Society

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The Arkwright Society is a registered charity (515526). The Society was created by a team of people 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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