



Volunteer Tour and Talk Guide

Role Description

Role Title	Volunteer Tour and Talk Guide
Reporting to	Communications, Arts & Engagement Lead
Location	Northern Roots, Kings Road, Oldham, OL8 2BJ
Main purpose of the role	To conduct tours of the Northern Roots site for visitors, giving an overview of the site's history and future plans; to give talks at venues in Oldham, to help raise awareness of the project.

Main Activities

- Contribute to the development of materials for use in delivering tours of, and talks about, Northern Roots.
- Provide tours of the Northern Roots site or parts of the site to visitors as required, regardless of the weather. Tours can last from half an hour to two hours.
- Deliver short talks about Northern Roots to different groups in the community, in Oldham, to help raise awareness of the project and its aspirations.
- Give an overview of the history of the site, ecology, biodiversity and the aspirations of the project and charity, focusing on key locations i.e. Visitor Centre, Learning Centre, Bike Hub, Southern woodland.
- Note down questions asked so that a list of frequently asked questions and answers for the Tour & Talk Guide team can be developed.
- Attend training/briefing sessions and update meetings.
- Assist in the training of new guides (when adequately experienced).
- Assist at Northern Roots events.
- Act as an ambassador for Northern Roots.

Desirable Qualities

- Enthusiasm for the Northern Roots project.
- Personal experience and/or knowledge of the Northern Roots site and its history.



- Excellent communication skills, including the confidence to speak to groups of visitors of all ages, listening and answering questions.
- Comfortable dealing with varied groups of people including representatives of local community groups, schools, council, partners, press, and other Northern Roots colleagues.
- Empathetic and understanding of visitors whose reasons for visiting may be varied.
- Ability to retain information and to continually learn new information, including updates about developments on the project.
- Physically fit enough to walk around the Northern Roots site a number of times per day, if required.
- An understanding of the importance of safety when showing visitors round a site which is in the process of redevelopment.

Additional terms and information

- We are looking for volunteers who can be available on weekdays and weekends to conduct tours and give short talks in the local community. Guides will be managed on a rota system, but initially it is anticipated that each tour guide will be required for a maximum of one day per week.
- Volunteers will be given training (including Health & Safety training), and a Volunteer Handbook for reference.
- Volunteers will be provided with a Northern Roots T-shirt and hi-viz. Sturdy footwear should be worn.
- Volunteers will be able to claim pre-approved travel expenses.