

## St Alfege Tour Guide Volunteer Role Description

The *St Alfege Church* aims to create a step change in how audiences experience the heritage of St Alfege Church. Our aim is to connect with local school children and their families, students, history, music and architecture enthusiasts, volunteers and visitors to the Maritime Greenwich World Heritage Site through a wide-ranging programme of community engagement activity, new interpretation and events focusing on three interconnecting themes:

- **Inspirational architecture** – exploring and unlocking the architecture, design and craftsmanship of this beautiful building.
- **An extraordinary cast of characters** – revealing the stories of the many prominent people associated with the church and the site.
- **The Big Picture** – placing St Alfege at the heart of the wider cultural and social development in Greenwich over time.

This will enable St Alfege Church to play its part fully in the story of Greenwich, reaching visitors to the area and in the wider community and taking its place as a heritage destination worth visiting in the World Heritage Site.

St Alfege Church now offers regular special hidden spaces tours into the crypt area and galleries and more recently we have developed a tour about the women of St Alfege which includes a trip to the bell tower. Both tours reveal the many stories of the people who have played their part in the history of Greenwich. Tour Guide Volunteers at the church will play an important part in giving access to many exciting characters by leading groups and bringing its heritage to life for the public.

### The volunteer role

As a St Alfege Church Tour Guide you will play a central role in helping people engage with and enjoy the heritage of the church and its place in the wider story of Greenwich. The kind of activities you might be involved in could include:

- Welcoming the public and engaging them in the architecture, characters and local history connections of the church to enhance their experience as visitors.
- Leading small groups on scripted tours in the church's crypt and other hidden spaces.
- Supporting visitors in getting the most from heritage interpretation in the church.
- Answering visitor queries and providing quality customer service.
- Ensuring heritage interpretation is kept to high standards of presentation and tidiness.
- Managing groups and ensuring they safely enjoy the experience of visiting the crypt and other hidden spaces.
- Proactively offering information on the church's history, promoting upcoming events and signposting other ways visitors can get more actively involved.
- Recording visitor numbers in the visitor record book.
- Occasionally carrying out surveys and evaluation on site.

- Reporting any serious issues, concerns, accidents, and emergencies promptly.
- Recording personal hours of volunteering and passing these on to the church team.
- Taking part in relevant training and championing an inclusive approach in all work.

The support you'll give us as a volunteer is of huge benefit to the project, and in turn we aim to make sure that you enjoy a valuable and memorable experience.

#### **What we can offer you**

- A friendly team led by the church's Volunteer Development Manager.
- A chance to meet new people and make professional contacts.
- On the job training in public engagement, tour guiding and heritage interpretation.
- Expenses for travel to volunteer.
- Regular volunteer social and networking events.
- New experiences and an opportunity to give something back.
- Formal recognition of skills development to aid CV or job applications.

#### **What we're looking for**

- Polite and friendly people over the age of 18.
- A welcoming approach to working alongside the public.
- An enthusiasm to develop knowledge of St Alfege Church and its heritage and share this in a positive and lively way.
- Interest in working with groups and communicating heritage stories in an accessible and engaging manner.
- People who enjoy working as part of a small, dedicated team.
- A positive attitude and willingness to offer help throughout your volunteering shifts.

#### **It would be great if you have some of the following qualities, skills and experience**

- An interest in heritage, architecture, local history or the Greenwich Maritime World Heritage Site.
- Confidence and enthusiasm for presenting to groups of people.
- The ability to work as part of a team and be flexible.

#### **Important information about volunteering at St Alfege Church**

Tours are on offer weekly, so to make scheduling as manageable as possible we ask volunteers to commit to at least 1 shift a month over a 12-month period or more frequent tours over a shorter period.

- Shifts will be flexible but depending on when you indicate you are available to volunteer might include some weekend working.
- You will be expected to attend an induction training session.
- Training will be embedded in the role, and you will work alongside the church team to ensure you feel confident in carrying out the tasks you are involved in.

### **How to apply**

Please email [anne.burton@st-alfege.org.uk](mailto:anne.burton@st-alfege.org.uk) to register your interest, with the reference 'St Alfege Church Tour Guide Volunteer and we'll get in touch with details of how to apply.