

## Bletchley Park Volunteer Tour Guide

Reports to	Duty Managers (directly) and Head of Operations
Background	<p>Bletchley Park is a place of exceptional historical importance, open to visitors throughout the year. It remains highly relevant to our lives today and for the future. It is the home of British codebreaking and a birthplace of modern information technology. It played a major role in World War Two, producing secret intelligence which had a direct and profound influence on the outcome of the conflict.</p>
Purpose of Role	<ul style="list-style-type: none"><li>• To help every visitor enjoy an excellent visitor experience by ensuring guided tours are delivered according to the requirements of the Trust.</li><li>• To be an ambassador of the Bletchley Park Trust, upholding the Trust's mission statement and values.</li></ul>
Key Tasks	<p><b>Leading guided tours:</b></p> <ul style="list-style-type: none"><li>• To provide a fixed length guided tour for Bletchley Park visitors, in line with current approved scripts and standards (that will, from time to time, be updated and amended).</li><li>• To tell the stories of WW2 Bletchley Park Codebreaking in the context of the landscape where they happened, in order to complement the information and stories to be found in the Multimedia Guide and other exhibitions and galleries on offer to visitors.</li><li>• To deliver the tour as required and defined by the Trust management team and to be receptive to changes to the tour as required by the Trust management.</li><li>• To introduce yourself to visitors on the tour, ensuring participants are aware of the format, distance and duration of the tour.</li></ul> <p><b>Engaging with visitors</b></p> <ul style="list-style-type: none"><li>• To meet and welcome those visitors who choose to participate in the guided tour during their visit.</li><li>• To interact with all the visitors on the tour, discussing any specific interests as far as able or advising the availability of further information as appropriate.</li><li>• To communicate with tour participants in a clear and audible manner.</li><li>• To welcome and collect feedback, both formal and informal, from visitors.</li></ul>

### **Ensuring Health and Safety compliance**

- To ensure that the Health and Safety policy is adhered to for the safety of our visitors.
- To guide tour participants around the site in a safe manner.
- To ensure emergency procedures are followed correctly.
- To report any incidents or hazards as soon as possible.

What we are looking for:

- People who are friendly, approachable and keen to serve and assist others
- Strong communication skills and confidence in public speaking
- Commitment to excellent customer service
- An interest in, and ability to learn, the Bletchley Park story
- Common sense and initiative
- A willingness to promote the Trust's values
- Ability to lead and direct a group of people

Training

#### **Training will include:**

- General/Site Induction
- Access to the Bletchley Park's internal library
- Fire Awareness training

#### **Role specific training:**

- We will provide you with a script or 'framework' for your tour, identifying key stopping points and content for each location. We will advise on where personal details or anecdotes can be added and where the framework should be followed.
- You will shadow Volunteer Tour Guides and be paired with a mentor (one of our experienced Volunteer Tour Guides) who will mentor you through the induction process.
- You will have to deliver a tour to one of our Duty Managers in order to be signed-off and ready for public tour duty.
- There will be continual monitoring of your tour delivery and content in order to allow us the capacity support and guide you in your role.
- On-going training will be provided as and when necessary, including with the development of new scripts or exhibitions.

Dress code

- Smart business attire required, preferably black trousers / skirt and white or light blue shirt / blouse.
- Smart and comfortable footwear. Smart outerwear for inclement weather.
- Bletchley Park scarf or tie and name badge to be worn on duty.

Time required	<ul style="list-style-type: none"> <li>• Each shift is made up of two guided tours per day.</li> <li>• We ask that Guides volunteer regularly in order to keep familiarity with the tour content. Ideally 2 shifts a month (more if you'd like).</li> <li>• We encourage people to make a long-term commitment to the Park but anyone looking for volunteering during university/term-time breaks would be very welcome.</li> <li>• We invite volunteers to attend staff and volunteer/volunteer meetings which are held every other month.</li> <li>• We encourage people to attend our social events throughout the year.</li> </ul>
Benefits of the Role	<ul style="list-style-type: none"> <li>• Joining a friendly and committed team and meeting new people.</li> <li>• Enjoying and sharing new experiences with our visitors.</li> <li>• Being a part of the legacy of Bletchley Park.</li> <li>• Gaining knowledge and experience which may help you to pursue a career within the education and heritage sectors.</li> </ul>
Other information	<ul style="list-style-type: none"> <li>• Volunteers may be asked to/express interest in becoming First Aiders or Fire Wardens.</li> <li>• Bletchley Park will be launching a volunteer software system. We would recommend that you have email and internet access in order to use this.</li> <li>• We will reimburse out of pocket travel costs from home to Bletchley Park and other reasonable expenses previously agreed with the Duty Manager or Head of Operations</li> </ul>

**To apply please visit [www.bletchleypark.org.uk/support-us/volunteer](http://www.bletchleypark.org.uk/support-us/volunteer) to download an application form. Please return the completed application form to [volunteer@bletchleypark.org.uk](mailto:volunteer@bletchleypark.org.uk)**

*This role is purely voluntary and does not create a legally binding arrangement or employment contract.*