



New Lanark World Heritage Site Tour Volunteer

Do you have a passion for history? Are you an engaging speaker? Do you like bringing history to life for different audiences? Then our Tour Volunteer role is for you!

Tour Volunteers will join an enthusiastic and diverse team who support the delivery of world-class experiences at New Lanark. Tour Volunteers support the Visitor Attraction and Heritage Teams engage visitors with the story of New Lanark. Tour Volunteers will have the chance to develop their tour guide and public speaking skills while engaging with the fascinating history of New Lanark, using this as a platform to learn and develop. For those who would like, this opportunity can lead to you to conducting tours of your own!

New Lanark is a UNESCO World Heritage Site of international significance and a registered charity – by volunteering with us, you are helping to support New Lanark to continue to preserve our history and heritage for future generations.

What will you be doing?

- Welcoming visitors to the site and pointing them to tour starting points
- Offering visitor information on the history of New Lanark
- Shadowing tour guides and supporting them in the management of larger tour groups
- Absorbing information, studying the history of New Lanark, and learning the tour script
- Assisting groups on the Annie McLeod Experience
- Conducting tours of your own if comfortable!

Ongoing support, training and skills development will be provided for these duties.

What skills might you need?

- A friendly, outgoing, and welcoming attitude
- Experience of working with the general public
- Confidence in addressing groups of people
- Good timekeeping and ability to operate in a busy environment
- Ability to communicate clearly and effectively with a wide range of people
- A keen interest in history, heritage, education, and New Lanark
- Comfortable walking around New Lanark's site (however we are happy to discuss how we can tailor to the role to accommodate specific mobility needs)
- An awareness of general health and safety and safeguarding procedures

What skills can you develop through this role?

- Experience of working in the heritage and tourism industries
- Experience of working within a World Heritage Site of international interest
- Public speaking and engagement within a historic tour context
- Management of large groups with different needs
- Knowledge of New Lanark, its history, and its evolution

Time Commitment

- Year round and flexible
- Estimated 4 hours per week, however we are able to allow a degree of flexibility

Opportunities & Benefits

- Meeting a wide variety of people from across the globe
- Access to ongoing support and opportunities for training and development
- Developing skills, confidence and increased sector specific knowledge
- Networking with other industry professionals and organisations
- Opportunities to gain further experience within the volunteer team where appropriate
- A 25% discount in The Mill Cafe and 20% in The Mill Shop (excluding alcohol, books, food, Locharron, and Jessica Graaf)

Requirements

- Details of references will be requested
- A Disclosure Scotland check will be conducted for volunteers at the expense of New Lanark Trust
- If accepted, you will be invited to attend some days on site for induction, briefing and training, including a tour of the site
- All volunteers will undertake a trial period of one month

Uniform

- There is no uniform in place currently; however, we ask that Volunteers wear a New Lanark Volunteer Badge, which is left on site at the end of each shift. For special events, you may be asked to wear a branded New Lanark top or fleece.

Key Contact:

Sophie Hunter, Learning and Engagement Officer
sophie.hunter@newlanark.org.uk
01555 661 345