



New Lanark World Heritage Site Visitor Centre Volunteer

Do you have a passion for history? Do you enjoy working with the public? Then our Visitor Centre Volunteer is for you!

Visitor Centre Volunteers are a vital part of our Visitor Centre Team. Our Visitor Centre Volunteers welcome visitors to New Lanark and engage with them in a friendly and informative manner to ensure they have an enjoyable experience at our UNESCO World Heritage Site.

We are looking for Visitor Centre Volunteers who are excited about greeting visitors and selling tickets at the Welcome Desk in our Visitor Centre. As a Visitor Centre Volunteer, you will be the first point of contact for all visitors at the beginning of their journey around New Lanark, alongside supporting visitors across different parts of the site. Full training will be given for Visitor Centre duties and volunteers will work closely with Visitor Centre staff.

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?

- Operating the Welcome Desk and selling tickets to visitors via cash, card or online booking.
- Operating the School for Children Desk and selling soft play tickets to visitors via cash and card, alongside tuck shop purchases.
- Tidying visitor stations such as the Annie McLeod Dress Up Station and our Explorer Backpack Station.
- Supporting the visitor experience by responding to queries, talking to visitors, and answering any queries (in person and over the phone).
- Invigilating across the Visitor Centre, the School for Children and the wider New Lanark site.
- Providing information about exhibitions, tours and activities (including scavenger hunts and information sheets).
- Assisting visitors on the Annie McLeod Experience (with training).
- Collecting formal and informal feedback from visitors.
- Cleaning high-touch points around the site.
- Conducting tours of your own, if comfortable! (see our Tour Volunteer Role for more information).

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



What skills might you need?

- A friendly, outgoing, and welcoming attitude.
- A keen interest in history, heritage, and New Lanark.
- Experience of working with the general public.
- Excellent teamwork skills
- Experience handling money and dealing with telephone enquiries.
- Good timekeeping and ability to operate in a busy environment.
- Ability to communicate clearly and effectively with a wide range of people.
- 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.
- Working with the public and vital customer service skills.
- Working in a constructive team environment.

Time Commitment

- Year round and flexible.
- Estimated 4 hours (or more) per week (Monday to Sunday).

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:

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