

Montagu Monuments at St Edmunds Church Warkton

Volunteer Tour Guide

Location

St Edmunds Church, Warkton, with administration taking place at Boughton House, Kettering.

Reports to

Learning and Outreach Officer

Frequency and commitment

Flexible - The monuments are open every Thursday from Easter to the first week of September. They are also open Monday to Saturday in August and on the second weekend of September for Heritage Open Days. We ask volunteers to be available at least once a month and once a week during August (dates can be flexible to fit around holidays).

Start date

Current

End date

2nd Sunday in September 2016 (Heritage Open Days)

Purpose of the role

The purpose of this role is to welcome visitors to the church and engage them with the history and importance of the Montagu Monuments. Visitors are mainly adults local to the Kettering area, but the monuments are also visited by people of a wide range of ages, interests and backgrounds. You will play an important part in making all visitors feel welcome and helping them to learn about the monuments. As a tour guide, you will be talking to people either individually or in small groups, providing a connection to these beautiful sculptures making them relevant to church visitors.

Tasks involved

- Greeting visitors to the monuments
- Leading guided tours of the monuments
- Promoting upcoming events and activities to visitors
- Gathering evaluation and ensuring visitors sign the register
- Providing directions and guidance to visitors
- Promoting excellent customer service

Why volunteer with the Montagu Monuments

- Become involved and make a contribution to a nationally and locally significant heritage site at an exciting stage in its history.
- Be an ambassador for the Montagu Monuments: a hidden heritage gem within your local community.
- Develop skills, knowledge and increased confidence.

Skills and experience

- Excellent communication skills and confidence with public speaking.
- An interest in meeting and speaking to people from all walks of life

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- Excellent time management and punctuality.
- Commitment to excellent customer service.
- An interest in and willingness to develop own knowledge of the Montagu and Buccleuch Family and the monuments
- As your role will take place within an active church community your behaviour and dress should be respectful and appropriate to the role

Requirements

- Applicants will be asked to complete an expression of interest.
- Applicants will be invited to a recruitment day.
- Details of a referee will be requested.
- If successful, you will be invited to attend some days on site for induction, briefing and training, including a tour of the monuments. All volunteers undertake a trial period of one month.

Training and Induction details

- Induction – volunteers will receive a tour of the site; a presentation on the history of the monuments; an opportunity to meet other volunteers and staff, health and safety briefing; customer service and presentation training.
- On-going training – training will be provided when necessary.
- Support – volunteers will receive regular support through chats from a named individual member of staff, who will be your main point of contact for information, queries, advice and feedback.



The Montagu Monuments Conservation Project is enabled by generous assistance from:

Buccleuch Living Heritage Trust | The Heritage Lottery Fund
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