**Volunteer role profile**

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| **Volunteer Tour Guide** | | |
| **Location** | **Conwy Castle** | |
| **Volunteer Manager** | **Roy Williams** | |
| **Role Description** | * To deliver a site tour to visitors in a warm and friendly manner * To respond accordingly to the various needs and interests of the different visitors. * To help us deliver enhance the visitor experience * To actively engage with visitors conveying the story of Conwy Castle * To be part of the public face of Cadw | |
| **Qualifications/ Special Skills** | No formal qualifications required | |
| **Days** | Monday – Sunday inclusive | |
| **Time** | As and when required | |
| **Essential** | | **Desirable** |
| Good Communication skills | | Welsh Speaker |
| Ability to work unsupervised | | Interest in history/architecture and in particular the Edward 1 period and Age of the Princes |
| Friendly and approachable | | Guiding experience |
| Reliable, responsible and punctual | | . |
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| **Probation period** | | A minimum of 6 tours |
| **Volunteer Benefits** | | • Training  • Experience of working in Heritage  • Meet new people with similar interests  •Become part of a team |
| **Training** | | Full training will be given |
| **Expenses** | | Reasonable cost of travel between home and place of volunteering will be paid. Other reasonable expenses must be agreed in advance |
| **This is a voluntary role, binding in honour only and is not legally binding** | | |
| **Contact:**  Tel: Tel 01492 592358  E-mail: [conwycastle@gov.wales](mailto:conwycastle@gov.wales) | |  |