**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
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| **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 |  |