



Newport Minster volunteer role profile – Tour Guide

Role	Volunteer Tour Guide
Location	Newport Minster
Times/days	As required booked in advance
Reporting to	Community Engagement Coordinator

The Minster is the principal church of the Isle of Wight, a Grade 1 listed building, and is a focus for both church and community from all parts of the Island. It is a venue for major church festivals, and recognises the distinctive nature of the Island community.

As a place of worship, we host Island civic and major services welcoming around 700 people to our Remembrance Day Service.

As a place of historic interest, we welcomed 30,000 visitors each year before the pandemic to discover our fascinating history going back almost 1000 years. Visitors also seek a quiet and reflective space for prayer or contemplation.

As a spiritual focus for the Island we enjoy diverse occasions such as live music, theatre, community events and provide a point of engagement with those of other faiths or no faith. We regularly host exhibitions showcasing local artists and local history. The Minster is used as a place of learning providing lectures by local societies and as a space for educational visits. Our weekday café provides refreshments and companionship for those visiting the Minster.

The Minster is a registered charity and relies on volunteers in all areas of our work. We welcome applications from people of all faith/no faith backgrounds for this role.

Volunteer Tour Guides

Our volunteer guides will be adding an extra layer to our visitor experience providing guided visits to the Minster for our visitors. You will work closely with our visitor experience volunteers to provide a friendly welcome to the Minster. You will need to be perceptive and understanding of the visitor's needs. You may need to signpost visitors to other places and services.

As the Minster relies heavily on donations to maintain the building and the church you will need to be comfortable with directing people to donate.

Person Specification:

We are looking for people who:

- Have a friendly, welcoming and approachable manner
- Are comfortable chatting to members of the public
- Are interested in local history and community
- Can work effectively in a team of volunteers
- Happy working independently under direction

Other information

Training will be given for this role including

- Customer service
- Visitor welcome
- Dementia friends
- History and heritage
- Basic Safeguarding Awareness

A full induction will also be carried out.

Volunteer tour guides will be encouraged to write a tour Newport Minster that fits their knowledge, interests and delivery based on information provided as part of the induction process.

All volunteers must provide two references and may be subject to a DBS check before beginning the role.

Tour guides will be required to run tours to support events, special visits and during busy periods. Talks will be pre-booked with guides in advance, this may include volunteering on some evenings and weekends.