

Volunteer Role Profile



Volunteer Role

Volunteer Manager

Where you will be based

Guide

Heritage and Community Manager

House

Why we want you

Each year, Abbotsford welcomes thousands of people from all over the world to visit the home of one of Scotland's most significant authors, Walter Scott. Abbotsford was his creation – a romance in stone and a family home – and has been open to the public since 1832.

Taken over by a charitable trust in 2007, our mission is to care for the house, Garden, estate and collection and share Scott's legacy with the world.

Every day is different at Abbotsford – we never know who our visitors are and what questions they may have.

Equally, you will have an opportunity to take part in a role that suits you, and a range of tasks within this.

We recognise that volunteering is a valuable commitment of your time – and that all contributions are valued. However, we suggest a commitment of one four-hour shift each week though we can of course offer a degree of flexibility around this depending on personal circumstances.

Through our popular Guided Tours we offer a consistent, high quality visitor experience to our partners in the travel trade and visitors from all around the world.

What you will be doing

- Greeting pre booked coach parties at the Visitor Centre
- Monitoring safety and wellbeing of group members/conducting tours in adherence with good health and safety practice
- Leading guided tours of the property in English and/or other European languages (45-60 minutes long). Full training will be given.
- Working in a small team with other guides to deliver guided tours to large groups
- Promoting upcoming events and activities to visitors
- Providing directions and guidance to visitors (including other attractions within the Borders)
- Giving support to the Room Stewarding team and the Visitor Services team as required
- Promoting excellent customer service

- Working as part of a team to give visitors to Abbotsford an unforgettable experience

The skills you need

- Excellent communication skills, confidence and an ability to engage with people you have never met before
- An interest in meeting and speaking to people from all walks of life and all around the world.
- An ability to lead tours in other languages in addition to English is desirable, but not essential.
- Excellent time management and ability to tailor tour content to requirement of tour operator
- Strong visitor focus
- An interest in and willingness to develop own knowledge of Abbotsford, Sir Walter Scott and the Borders.
- Able to work as part of a diverse team
- Able to deal with the little changes to our plans that working with visitors often brings
- Be patient, understanding, have a responsible attitude and provide exceptional visitor focus.
- A curiosity about Abbotsford and a desire to support the work of the Trust

What's in it for you

- Travel expenses will be reimbursed (conditions apply)
- Use of ASVA cards to visit other attractions
- Become involved and make a contribution to an internationally significant heritage site at an exciting and challenging stage in its history.
- Spend time in the stunning surroundings of Abbotsford and support the important work of our charity
- Meet a wide variety of people, including staff, trustees, volunteers and visitors from around the globe.
- Develop skills, knowledge and increased confidence.
- Volunteer social events
- Discounts in our café and shop

Disclaimer

A reasonable level of mobility is required as the role involves using a steep spiral staircase, standing and periodic walking through the ground floor rooms.