



Volunteer Role Description

Role Title:	Shuttleworth Tour Guide
Department:	Group Bookings / Visitor Attraction
Reporting To:	Group Bookings Coordinator

Purpose of the department/role:

Shuttleworth is home to the Shuttleworth Collection of historic vintage aircraft, vehicles, bicycles, and motorcycles, the romantic Regency picturesque Swiss Garden and Shuttleworth House the former home of the Shuttleworth family of industrialists, which was built on the ancient Old Warden Park. The 5000 acre estate offers an extraordinary setting for tours and group bookings alike.

The story of the Shuttleworth's links these attractions to one another, and we want to share the story with members of the public to inform, educate and entertain around our objectives, history and mission.

There will be numerous tours on offer, each focusing on a different area of specialism. Tours will be offered to groups of 12 to 15.

Why does Shuttleworth need my support?

We need volunteers who hold an interest in the Shuttleworth story or a particular area of the site and are keen to learn and share its history to lead our Shuttleworth tours for the public. There are opportunities to specialise further into niche subjects based on the interest of our groups.

The Shuttleworth Trust, a registered charity, owns and operates the facilities and all profits support the heritage and charitable objectives of the Trust. We rely on a regular commitment from volunteers to deliver and help fund our charitable objectives.

How much time will I be expected to give?

Each tour will last around 1 to 1.5 hours. Therefore, at least 2.5 hours of your day from start to finish. The frequency depends on the bookings. Tour Guides will be arranged on a rota basis, based on the time you are able to give per month and the bookings we receive.

Where will I be based?

Shuttleworth, Old Warden, Near Biggleswade, SG18 9EP all locations (The House, Swiss Garden, Parkland & Collection).

What will I be doing?

- Learning and understanding the Shuttleworth story and the history of specific areas in order to provide an engaging experience.
- Arriving prior to the Tour to prepare, and meet and greet groups in agreed locations alongside the Groups Coordinator.
- Follow all safety guidance during the tour, ensuring the safety of all in the group in the event of fire/emergency.

- Supervising groups around the site and answering any questions they may have.
- Directing visitors to the relevant facilities during their visit.
- Ensure you are knowledgeable on the topic to meet group expectations.

What skills, qualities and experience do I need?

Some previous knowledge and experience is necessary. We are keen to involve people in this opportunity who:

- Have an interest in history and preferably a specific interest into the Shuttleworth family, the Swiss Garden or the Collection
- Are creative and engaging
- Have the confidence and ability to talk to groups
- Are physically able to lead a group around site, indoors and outdoors
- Are enthusiastic, outgoing, and confident in speaking to the public
- Are dependable and able to work as part of a team

What will Shuttleworth expect of me?

- To represent Shuttleworth and deliver excellent customer service
- To be reliable in attendance and dependable
- To act responsibly
- Wear Shuttleworth volunteer uniform where provided
- Follow our security and relevant safety procedures including fire, safeguarding, lone working, and any other set policies and guidelines relevant to your department.
- Maintain good working relationships with staff, other volunteers and members of the public
- Attend appropriate training to develop competency and knowledge

What will I gain from volunteering?

- Improve inter-personal and communication skills
- Meet like-minded people
- Engage with the public
- Grow knowledge on Shuttleworth's history
- Receive free hot drinks
- Be invited to social events
- Paid travel expenses if required
- If joining as an SVAS or Friends of the Swiss Garden member, become eligible to receive more benefits relating to admission and events.