**Glenfinnan   
Monument Guide  
Volunteer Role Description**

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| **Volunteer Managers**:  Glenfinnan, Visitor Service Supervisor (Welcome & Engagement) |
| **Suggested Time Commitment**:  Day and time to be agreed on a regular shift basis. Generally, 3 to 6 hours a day, weekly, fortnightly or monthly. We are open seven days a week, all-year-round, but can be flexible depending on your preferences. |
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**Why do you need me?**

Passionate about history and heritage?

We’re looking for enthusiastic volunteers to assist with welcoming visitors from around the world to this unique heritage site. It is an excellent chance to meet a variety of people, gain hands-on experience and privileged access to this fascinating historic Monument.

As a charity, the National Trust for Scotland relies on the support of volunteers, members and donations to continue what we do.

**What does it involve?**

Tasks may include:

* Opening and closing the Monument, enabling people to climb it safely
* Checking tickets and enabling people to purchase tickets
* Giving information, answering questions and sharing stories
* Ensuring the area is well-presented through litter-picking, basic conservation cleaning and gardening tasks
* Supporting or leading tours, events and weddings
* Working as part of a team to offer visitors a positive view of the National Trust for Scotland

**Who will I be working with?**

This role will involve spending time outdoors at Glenfinnan Monument and inside at our nearby Visitor Centre. You may be working alongside other volunteers and Trust employees, or may be on your own, in contact with colleagues by radio. If you need help while volunteering, your volunteer manager or other supervisors will be available to assist.

**Do I need any previous experience for this role?**

In general, you don’t need any specific experience or qualifications to volunteer with us.

For this role, we’re looking for someone who is enthusiastic about the work of the Trust and the place where you volunteer, passionate about our values, and happy to engage with people of all ages and backgrounds. You’ll have a good eye for detail to ensure our customers receive a great service.

We’ll provide an induction and training for you (all about the Trust, the place where you will be volunteering and your role) to get started, and we’ll help you keep learning while you’re volunteering with us. This includes free access to all of the courses in our online e-learning system, some of which are mandatory to become part of our team.

**Who can volunteer with the Trust?**

We have an Equality and Diversity policy, and our volunteering opportunities are open to anyone to apply. After you apply, we’ll get in touch to arrange an informal chat with you, to help you understand a bit more about the role and see if it’s right for you.

**What if I need some extra help to volunteer?**

Most of our volunteer roles are flexible and can be tailored to meet your needs. Our volunteer managers will be happy to discuss any help that you might need to volunteer, including adapting the role or assisting with volunteer expenses, when you first meet up.

**What’s the next step?**

If you would like to apply, or need some extra information before applying, contact us at: [glenfinnan@nts.org.uk](mailto:glenfinnan@nts.org.uk)