

What is a Tour Guide Volunteer?

Tour Guides play a vital role in delivering inspiring and enjoyable tours, helping visitors to learn more about the history of Cromford Mill and Sir Richard Arkwright.

Why we want you

Our Tour Guides are vital in bringing the story of Cromford Mill to life and sharing the history of this fantastic place with our visitors. Our guided tours are a core part of our visitor offer. We run tours daily throughout the year with additional tours for pre-booked groups, including schools.

What will you be doing?

- Helping visitors to discover more Cromford Mills, its history and its characters by sharing factual information, stories and anecdotes.
- Adapting tours as necessary to meet the needs of different audiences, including any access and inclusion requirements they may have.
- Learning about the history of Sir Richard Arkwright and Cromford Mills and sharing this with our visitors, so people can understand the global importance of this amazing place.
- Attending Tour Guide training and workshops.
- Participating in peer support and the evaluation of other Tour Guides.
- Promoting the daily guided tours; encouraging visitors to book tickets for these and other activities on site.
- In between tours, helping to meet and greet visitors or assisting in the Visitor Centre.
- Keeping up to date with what is happening at the Mills to inform visitors correctly e.g., on when and where events are taking place.
- Giving any other appropriate assistance as may be reasonably requested.
- As with all roles, become familiar with and at all times follow the Arkwright Society's policies on health and safety and equal opportunities, as well as site fire regulations and evacuation procedures.

You'll need to be:

- Enthusiastic, warm, and friendly and enjoy talking to people of all ages.
- Confident in talking to groups of people; demonstrating good presentation and public speaking skills.
- Keen to learn and share this knowledge.
- Able to work on your own and with a team.
- Have good time management skills.
- Demonstrate a passion for Cromford Mills, its history, and the work of the Arkwright Society.
- Have enthusiasm for relevant subjects (industrial and social history and textiles).

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract

What will you get out of it?

- Becoming part of a friendly and dedicated team.
- Meeting people from all walks of life and making new friends.
- Developing your communication skills.
- Enjoying new experiences and learning something new every day.
- Pleasure from sharing the stories of this place with our visitors and showing them a great day out.

How much time will it take up?

We are currently looking to recruit new guides who are flexible about their availability, but could commit to a delivering a tour every fortnight.

The time commitment will be discussed with your staff contact.

For your information

Location	Cromford Mills
Staff Contact	Head of Engagement
Support/Training	A full site induction will be given. A training program designed to give you the knowledge and skills needed to deliver a guided tour about Cromford Mills.
Expenses	Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance. Lunch vouchers are available for day volunteers for use in either of our cafes.

All volunteers are given a car parking pass when they start and a discount card to use in the Mill shop and the Arkwright Society cafes after they have completed their induction and first month of volunteering.

About Cromford Mill

At Cromford Mill, Sir Richard Arkwright constructed the world's first successful water-powered cotton spinning mill in 1771. These mills were the first phase in the development of the factory system and led to the Derwent Valley being described as "the cradle of the Industrial Revolution". In 2001 its historical importance was acknowledged when this part of the Derwent Valley became a UNESCO World Heritage Site.

Cromford Mills is a multi-purpose site with visitor attractions and business tenants all contributing to the working nature of the site. The site is undergoing a long-term programme of restoration. There is a variety of shops, cafes, exhibitions and a busy event and education programme.

Background to the Arkwright Society

The Arkwright Society is a registered charity (515526). The Society was created by a team of volunteers who worked together to research the Mill site for the festival celebrating the bicentenary of Arkwright's arrival in Cromford in 1971. The Society emerged from this to manage the mills, watercourses and associated buildings and eventually purchased the site in 1979.

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