

# plas Llanelly house



Carmarthenshire  
Heritage Regeneration Trust

## **Introduction to Plas Llanelly House**

The development and restoration plans for Plas Llanelly House has been in existence since the 1990's when Llanelli Town Council purchased the then vacant 18th C Georgian property. The Carmarthenshire Heritage Regeneration Trust (CHRT) became involved in the late 1990's and worked to acquire the lease from the Council and to raise the nearly £7m needed to purchase, design, plan, restore, and fit out the property as a community and visitor based heritage Centre.

Llanelly House was designed to offer an exciting interpretation of the restored House as well as providing a range of heritage attractions, cafe, retail and education facilities and services for visitors and to the local community. The House will need to be self sustaining through a balanced selection of income generation and income earning activities. Integral to the plans for Llanelli House as a sustainable visitor attraction are the inclusion of well trained and motivated volunteers, representative of the community and the environment in which the House operates.

Plas Llanelly House opened on the 6th November 2013 and it is anticipated that it will host more than 30,000 visitors a year. Plans are in development to further enhance the visitor offer and these are due for completion in the Summer of 2014.

## **Role Description : Volunteer Tour Guide**

### **What is a Volunteer Tour Guide?**

Tour Guides have a vital role to play in delivering inspiring and enjoyable tours, helping groups to learn more about the place they are visiting. They will bring the House to life for visitors and answer any questions they may have. The Tour Guides are pivotal to the promotion of the House as a high quality visitor attraction and ensuring that visitors have the opportunity to access and enjoy the shop and cafe.

You will represent Plas Llanelly House, providing the best possible service whilst being part of a highly committed, flexible team.

### **Typical tasks include**

- Meeting and greeting visitors
- Escorting visitors around the House and enabling them to learn more by telling stories and anecdotes relevant to the property and its history.
- Ensuring that visitors enjoy the experience and that the needs of different audiences are well catered for
- Promotes the House in a way that increases income and ensures its sustainability as a first class visitor attraction

## **This role will suit people who can demonstrate:**

- An enthusiastic attitude
- Good communication skills both in English and Welsh are desirable
- An interest in local history and the community
- Excellent people skills
- Good organisational skills
- Can be flexible with time commitments
- An eye for detail or flair for design
- The ability to work as part of a team and get on well with other volunteers and staff
- Willing to be flexible, assisting when necessary with reception tasks such as meeting and greeting visitors.
- Ensures the health and safety of visitors, staff and volunteers by following the designated procedures for Health and Safety, Equalities, Access, Child Protection etc.
- An agreement to work in a way that fully reflects the Volunteering Policy and the guidance set out in the Volunteers Handbook

## **What we offer**

- The chance to meet and work with a variety of different people from different walks of life
- Comprehensive induction and specialist training as required
- Reimbursement of reasonable out-of-pocket expenses when on duty
- Recognition of the valuable contribution volunteers make through discounts at the House and participation in events held during Volunteers Week
- The opportunity to develop additional skills that will further enhance both Plas Llanelly House and yourself
- The opportunity to attend training and workshops to enhance skills An agreement to work in a way that fully reflects the Volunteering Policy and the guidance set out in the Volunteers Handbook An agreement to work in a way that fully reflects the Volunteering Policy and the guidance set out in the Volunteers Handbook

### **Extra Information:**

**Your location :**

Plas Llanelly House

**Time commitment:**

Variable to suit the individual and the weekly events programme.

**Volunteer Officer:**

House Manager

**Reporting to:**

Assistant House Manager

**What you need to wear:**

Smart, casual clothing in black, no jean style trousers, leggings or trainers. An identifying badge will be provided

**Training/ Resources:**

Specific training will be given as part of induction. Information about the House together with a Volunteer Handbook will also be provided

**Expenses:**

Reimbursement of reasonable out-of-pocket expenses

**For more information:**

**015544772857**