

Volunteer Role Description



Walking Tour Leader

Location: Hyde Park, Kensington Gardens, The Green Park, St James's Park

Working with: The public, The Royal Parks staff

Purpose: We are looking for friendly and knowledgeable volunteers to deliver guided walks and talks on nature, heritage and wellbeing across the Royal Parks. As a walking tour volunteer, you will support our charitable goals by giving our visitors a warm welcome, helping them to understand important context around our work to conserve and enhance the parks, and through some tours by helping us to generate income. Volunteers will be provided with information outlining the themes we want to cover but we encourage volunteers to supplement this with their own research, and also welcome applications from volunteers with existing relevant expertise.

Brief description of the role and key duties	<ul style="list-style-type: none">• Lead 1.5 hour guided walks on the park's history or wildlife for a maximum group size of 32 people.• Welcome participants, taking a register and maintaining a friendly and professional manner.• Lead the group around key features of the park, stopping to explain aspects of nature and/or heritage on the agreed theme of the walk. Ensure explanations are audible, understandable and interesting to the whole group.• Work with at least one other volunteer on every walk, either as the walk leader or the walk support.• Where appropriate, convey and support key messages from the Royal Parks (such as our request not to feed wildlife).• Distribute publicity and ask for feedback from participants when requested by The Royal Parks.• Adhere to the Royal Parks risk assessment and prioritise the group's health and safety during the walk session.• Work within the Royal Parks brand guidelines, by wearing Royal Parks uniform and embodying The Royal Parks' values through excellent customer service and being inclusive and welcoming all.• Carry out your role in line with the Royal Park's policies and procedures including:<ul style="list-style-type: none">- Health and Safety Policy- Volunteer Policy- Safeguarding Policy- GDPR Policy
Volunteer skills and attributes	<ul style="list-style-type: none">• Friendly, polite, approachable, and enthusiastic – you will be one of the key representatives of the parks.• A passion for nature, heritage, and the parks with a desire to share this with others.• Excellent knowledge of The Royal Park's nature or heritage, and/or willingness to research, learn and review walking tour content.• Excellent presentation skills, with the ability to vary style and content to engage a range of audiences.• Confident communication skills with the ability to provide an excellent level of customer engagement• Have an inclusive approach and be willing to adjust plans when necessary.

	<ul style="list-style-type: none"> Punctual and reliable; willing to work outside in any weather. <p>You will need to be over 18 years old to carry out this role</p>
It's an opportunity to...	<ul style="list-style-type: none"> Develop or use your public engagement and presentation skills. Inspire enthusiasm, understanding and curiosity for these amazing green spaces by sharing your knowledge. Gain experience in a public facing role in nationally important sites. Give back to the community and connect them with the park's shared nature and heritage. Meet new people and have fun.
When is the opportunity available and what is the minimum time commitment?	<p>Walks will take place on a mix of weekdays, weekends and evenings throughout the year.</p> <p>Volunteers should commit to delivering a minimum of 4 walks and supporting 4 walks per year. The walks are for 90 mins.</p>

Support

Where will I be based and what facilities are available to me?	<p>The Hyde Park Learning Centre.</p> <p>Free parking and café discounts are available to volunteers.</p> <p>Free access to public toilets by showing ID/uniform.</p>
Will I get a uniform?	Yes
Will out of pocket expenses be reimbursed?	<p>Reasonable travel expenses within London up to £21.50 (Equivalent of a Zone 1-6 travel card) per day will be reimbursed with receipts.</p>
What training is available?	<p>Full training is provided. New volunteers will need to attend an initial induction and training day, after which we will agree a schedule of observation and co-delivery building up to leading full walks. You will have a dedicated Royal Parks contact who will give ongoing support and ensure you're enjoying your experience.</p>

For more information on volunteering with The Royal Parks please contact:

volunteering@royalparks.org.uk

For more information about this role please contact: publicprogrammes@royalparks.org.uk or **0300 061 2255**