



TAVISTOCK HERITAGE TRUST

Volunteer Role Profile

VISITOR INFORMATION ASSISTANT

What is a Visitor Information Assistant volunteer?

Visitor Information Assistants are based in the Visitor Information Centre (VIC), which is currently located in Court Gate, Bedford Square. They provide visitors with information about [places to visit](#) and [activities or events](#) in the local area, with a focus on the [heritage of Tavistock](#) and its role as the eastern gateway to the Cornwall & West Devon Mining Landscape World Heritage Site.

What's in it for you?

- ▶ become part of a [friendly and dedicated team](#)
- ▶ [meet people](#) from all walks of life and make new friends
- ▶ improve your [communication, retail and customer service skills](#)
- ▶ [learn more about Tavistock and the local area](#), including Dartmoor, the Tamar Valley AONB, and the World Heritage Site.

What will you do?

- ▶ provide a [warm and friendly welcome](#) to visitors to the town
- ▶ [answer visitors' questions](#) and [provide information](#) about the local area to visitors in person, over the phone, and by email
- ▶ [assist visitors with purchases](#) from the VIC's range of retail stock
- ▶ [open and close](#) the VIC, ensuring it is ready for visitors at the beginning of the day and closing up at the end of the day

Is this role for you?

This role will suit volunteers who are:

- ▶ [enthusiastic and friendly](#)
- ▶ [enjoy meeting people](#) and can be proactive in approaching visitors in the centre
- ▶ have, or are willing to acquire, a [good knowledge of Tavistock](#) and the surrounding area
- ▶ like [working as part of a team](#) where members support each other
- ▶ can use the [Internet](#) for research
- ▶ have [good communication skills](#)
- ▶ are able to [commit to regular volunteering](#) for scheduled sessions

Time Commitment

At least one three-hour session each month, ideally fortnightly if possible.

The Visitor Information Centre is open to the public between 10.00 to 16.00 each day from Tuesday to Saturday. Each day is divided into two shifts (9.45 – 13.00 and 13.00 – 16.15), with two volunteers on each shift.

Training

Each new volunteer is given a comprehensive introduction to the VIC, including sessions shadowing experienced volunteers.