

The Charles Rennie Mackintosh Society is an independent, non-profit making charity, established in 1973 to promote and encourage awareness of the Scottish architect and designer, Charles Rennie Mackintosh. The Society has over 1000 members across the world, in 1999, the Society became owner and long-term custodian of the Mackintosh Church at Queen’s Cross.

The core aims of the Society are:

* to support the conservation, preservation, maintenance and improvement of buildings and artefacts designed by Charles Rennie Mackintosh and his contemporaries.
* to advance public education in the works of Charles Rennie Mackintosh by means of exhibitions, lectures and productions of an educational nature.

Mackintosh Volunteer Visitor Services - Role Description

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| Role Title: | Mackintosh Volunteer Tour Guide |
| Responsible to: | Mackintosh Volunteer Coordinator |
| Where (Location): | Mackintosh at the Willow, 215 Sauchiehall Street, Glasgow |
| Time commitment: | 2 hours per shift. |
| Times required: | 10am – 12pm Monday to Sunday (subject to change for Summer hours) |
| Role description: | This is an exciting new venture for the Charles Rennie Mackintosh Society as we expand our presence in to Glasgow city centre. As a Mackintosh Tour Guide you will lead visitor groups and share information about the newly restored 217 Sauchiehall Street, site of the original Tea Rooms designed by Charles Rennie Mackintosh for Miss Catherine Cranston. Based at the new Interpretation Centre at 215 Sauchiehall Street, the CRM Society Information Desk aims to be a key point for information and insight into Mackintosh heritage, history and continued importance, and the hub from which we conduct daily tours.Following an independent training programme and mentoring/shadowing process, you will be expected to put your knowledge into practice when guiding visitors around the building and responding to queries around the restoration project and the history of the original tea rooms building. You may also talk to guests about Mackintosh history; other buildings of architectural interest, Mackintosh in other public collections and Miss Cranston and the tea-rooms story. The CRM Society provides their volunteers with a chance to: work with other like-minded individuals, learn and develop new skills, gain exposure to the heritage and preservation of historical buildings in Glasgow and contribute ideas to a thriving Arts organization.In addition to the above opportunities, volunteers are offered discount membership to the CRM Society, access to educational programmes, discounts at the Mackintosh retail shop, access to rare works by Mackintosh and other Mackintosh buildings as well as those of his contemporaries. |
| Main tasks: | * Conducting 45 minute tours of the original tea rooms building at 217 Sauchiehall Street.
* Being prompt and adhering to scheduled tour times, as well as courteous and considerate of any physical restrictions of guests.
* Being mindful of guests dining in the tea rooms and well as health and safety restrictions of the building.
* Clearly and accurately providing information to guests in an engaging and friendly manner.
* Answering questions about the restoration process and history of the original tea rooms building, as well as the Willow Tea Rooms Trust and Mackintosh at the Willow.
* Directing visitors to the Information Desk to advise them on other Mackintosh visitor attractions, events, availability.
* Promoting Mackintosh tours, society events and wider Mackintosh Events
* Answering questions on Mackintosh history & heritage, including wider Glasgow and West of Scotland architecture and art history
* Documenting visitor numbers and basic data (age, home city etc)
* Advising visitors on Glasgow tourism information.
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| Required skills, qualities and experience  | * No official skills or experience essential as we will provide full training. An interest in art, art history, architecture and Mackintosh will always help to be as enthusiastic and helpful as possible.
* Customer care or guiding experience will also be useful, but not essential as we can help you grow in this area.
* In your application please feel free to note any languages you speak as we will be welcoming visitors from all over the world.
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| Training and support available: | * Mackintosh specific training will include
	+ Background information on the Charles Rennie Mackintosh Society
	+ CRM works and biography
	+ Mackintosh and Original Willow Tea Rooms story & heritage
	+ Glasgow Style and the city’s architectural heritage & history
* Volunteer general training will include
	+ Basic First Aid & Safety training
	+ Glasgow Tourism training
* Support available
	+ Branded uniform provided
	+ Travel expenses are available (subject to prior agreement)
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| Any other Requirements | * 16+ Age Restriction
* You agree to undergo a basic disclosure check should you choose to undertake any further volunteering with the society
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| Recruitment process: | * Please submit the attached application form to volunteer@crmsociety.com
* Informal interviews scheduled as and when applicants available
* Training sessions scheduled on individual basis with shadowing and trial tours organise to an individuals’ availability.
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| Date role created: | July 2018 |

***If this sounds like something you’d like to join us in please scroll down to see the full Application Form.***

So that we can offer you support and advice please take a few minutes to complete this application. You can choose not to answer any question.  If you are unsure about any part of this document please ask for advice or assistance.

All CRM Society volunteers will be trained and supported by us. Communication support for your volunteer role will be provided when needed. We will make sure that we meet your volunteering needs and that the CRM Society policies and procedures protect you.

The CRM Society takes very seriously its responsibilities for the safety and welfare of its service users, its volunteers and the organisation as a whole.

We are sure that you will find your time with the CRM Society satisfying and rewarding.

Email this application to us at volunteer@crmsociety.com or mail to:

Volunteer Coordinator

Charles Rennie Mackintosh Society

Mackintosh Queen’s Cross

870 Garscube Road

Glasgow, G20 7EL

If you have any questions about this application or The Charles Rennie Mackintosh Society please call us at +44 (0) 141 946 6600.

**Please complete the following:**

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| **Title:** | **First Name:** | **Surname:** |
| **Address:** |
| **Are you over 18?** **Yes              No If No please state your date of birth:**N.B: Some roles may be restricted to under 18 year olds for licensing and insurance reasons.  |
| **Mobile:** | **Email:** |
| **Emergency Contact Name:** | **Emergency Contact Telephone:** |

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| **Education, qualifications, training** *(attach CV if desired***):** |
| **Relevant skills, abilities and experience:** |

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| **On which days are you available? Please note that this is just a note of your general availability and we will do our utmost to work with schedules.** |
|  | **10AM – 11AM** | **11AM – 12PM** |
| **Monday** |  |  |
| **Tuesday** |  |  |
| **Wednesday** |  |  |
| **Thursday** |  |  |
| **Friday** |  |  |
| **Saturday** |  |  |
| **Sunday** |  |  |

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| **Frequency of availability:**NB please give general availability, if there are any dates you know you will not be available this will be discussed at your informal interview. |
| **Weekly** |  | **Fortnightly** |  | **Other** |  |

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| **Are you interested in other volunteering opportunities with the CRM Society? Further information on our Volunteer Opportunities can be found on our website.** | **Yes****No** |  |
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| **If Yes please check all areas of interest** *(check as many that apply)* | **Visitor Services** |  |
| **Events** |  |
| **Tour Guiding** |  |
| **Education Programmes/Workshops** |  |
| **Research/Library Services** |  |

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| **Are you interested in any further volunteering opportunities within the Arts and Heritage sector?**  | **Yes****No** |  |
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| **Do you grant permission for us to share your details with affiliated organisations should a volunteering opportunity of interest arise?**  | **Yes****No** |  |
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| **I agree to relevant personal details being held on file and understand that under the Data Protection Act, with prior notification; I have the right to access this documentation.****I also agree to the above information (i.e. basic details of name, address, contact phone number and any additional support needs) being transferred to the CRM Society’s  computerised database.** |
| **Applicant Signature:** | **Date:** |