**Paddlesport Guide/Instructor**

**About Roundhouse Birmingham**

Roundhouse Birmingham is a heritage enterprise and independent charity.

It was created through a landmark partnership between by Canal & River Trust and National Trust to find a new and sustainable purpose for one of Birmingham’s hidden gems, the Roundhouse.

Roundhouse Birmingham will offer visitors a chance to See the City Differently through a range of volunteer-powered guided city and canal tours, while securing a sustainable future for the historic site through our range of lettable spaces. With our custodianship of the Roundhouse and its story as a starting point, we will create links between our visitors, volunteers, and city.

We believe in the social benefit of connecting people with the unique stories and special places that Birmingham has to offer, across streets, canals and public spaces.

We will work with our volunteers and partners to find innovative and entrepreneurial ways to champion our city’s heritage, doing our bit to make Birmingham a destination for visitors from near or far.

Roundhouse Birmingham is opening to the public in July 2021.

[www.roundhousebirmingham.org.uk](http://www.roundhousebirmingham.org.uk/)

Twitter: @bhamroundhouse

Facebook: Roundhouse Birmingham

Instagram: @bhamroundhouse

**Roundhouse Visitor Offer and Operating Hours**

Visitor Centre and public activity programme

* Spring/Summer Season – April-September, 9.30am-4.30pm, 6 days per week (closed Monday’s)

Roundhouse Operations Office

* 7 days per week, 8am-6pm.

**Roundhouse Tour Programme**

Over the past months we have been researching a variety of different kayak tours utilising Birmingham’s wonderful canal system. We will be offering 2 different tours during our opening season; the first, Bustling Birmingham takes visitors on a journey through the city and past many of Birmingham’s recognisable buildings. The second tour, Green Escape, takes people on a journey out of the city, floating past former industrial sites and uncovering a very different colour scheme to the city tour.

**Role Summary**

We have an exciting opportunity for someone who is passionate about delivering high levels of customer service, in this our opening season we are looking for someone who can really deliver quality tours and experiences.

At Roundhouse Birmingham, we want to ‘do things differently, see things differently, and care for things differently’, and we reflect this in our tours by offering a truly unique experience to our visitors. Our tours are far from a standard museum style tour, the tours will be engaging and interactive and will mainly focus around the experience of kayaking.

Whilst some history knowledge of Birmingham would be an advantage, we have great resources to help you learn everything that you need to know to bring the history of the canals to life. However, it must be stressed that you will be leading kayak experiences with a layer of history and heritage, rather than a history tour that uses kayaks to get from place to place.

You will be involved in every part of the visitor’s journey from when they arrive at the Roundhouse and book in, through to when they leave the building. As part of this you will need to conduct health and safety checks, equipment checks, liaise with our Visitor Welcome Volunteers and staff regarding administration of the tours.

Volunteers are at the heart of the Roundhouse and over the past months we have been training and developing a cohort of volunteer Kayak Guides who will also be leading and assisting on kayak tours. You will be working alongside these volunteers to deliver the programme of tours.

**Role Requirements**

* The role is 18.75 hours per week
* Fixed term until 20th September 2021
* The expectation is that normal days for this role would include two or three weekends per month and some occasional evenings.
* If hours differ to accommodate events, etc., time in lieu is offered on prior agreement.
* Any specific equipment or uniform required for the role will be provided.

**Who we’re looking for**

* Someone who is confident in building customer relationships quickly, you’ll be a natural people person and feel comfortable with talking to lots of different people from different backgrounds.
* Can demonstrate an empathetic, understanding and adaptable approach to different people’s needs, with a passion to deliver the highest standards of customer care.
* Good team worker - flexible and adaptable and willing to grow experience
* Strong customer service skills
* Great people skills
* Strong verbal communication skills
* Well organised and able to work with minimum supervision
* Someone who thrives in a busy, bustling environment
* Someone who will bring enthusiasm and positivity to the role, and who will embody the Roundhouse smiley’ ethos.