

VOLUNTEER ROLE - HOST

Background

Maid of the Loch is a registered historic vessel, and part of the UK's National Historic Fleet. She is unique in many ways. She was built by A&J Inglis of Pointhouse, Glasgow, constructed in their yard, then dismantled and transported to the slipway at Balloch where she was re-assembled and launched in 1953. She has four decks and was licensed to carry 1,000 passengers right up until her withdrawal in 1981. Since then, she has been berthed at Balloch Pier in a static role, and is owned by Loch Lomond Steamship Company (LLSC). She is the last paddle steamer to be built in Britain. A main feature is her engine room which is open to view by the public.

Purpose of Role

As a Host and member of our Visitor Support Crew, the main purpose of this role is to ensure that visitors have a great experience of the Maid of the Loch by answering questions, pointing out interesting features and sharing your passion and enthusiasm for the ship.

Tasks

- Welcoming visitors aboard the Maid of the Loch
- Answering questions and enquiries
- Pointing out interesting features and showing visitors around the ship and site
- Providing information to the public about Loch Lomond and the general area and enhancing the visitor experience
- Pointing out Teddy Trail to families
- Reporting any safety concerns or incidents to staff members

Skills, Attitudes and Experience Needed

- Strong communication and team work skills
- Able to work with people of all ages and backgrounds
- Confident in speaking to the public and dealing with enquiries
- Happy to work independently and with minimum supervision
- Good knowledge of Maid of the Loch's story
- Good general knowledge of the local area
- Reliable
- Friendly and approachable
- Comfortable with being first port of call for visitors
- Committed to the needs and goals of the Loch Lomond Steamship Company
- Interested in maritime, industrial, environmental or social history

Volunteer Benefit

- Become an ambassador for the Maid of the Loch and Loch Lomond in general
- Opportunity to meet new people and engage with the public
- Contributing to the re-launch of the last paddle steamer to be built in Britain
- Contributing to the paddle steaming heritage of Loch Lomond
- Chance to learn and develop new skills
- Get more fresh air and exercise!

Charity Benefits

- Brings new ideas and a fresh perspective to the charity and the Visitor Support Crew
- Enhances the visitor experience leading to repeat visits
- Contributes to preserving the heritage of the ship and the wider community

Time Commitment

- Two days per month (all Visitor Support volunteering activities are listed on our online Volunteer Sign-up System which details the time commitment of each event)

Availability

Shifts are available every weekend from Easter to the beginning of the school holidays, then every day until the end of the school holidays in October.

Although the season normally finishes in October, there may be opportunities to be involved through the winter months as well.

Age Restrictions

Minimum age: 16

Training, Supervision and Support

When you join the Visitor Support Crew, you will report to the Volunteer Coordinator. They will arrange Induction Training for you together with training on the history of the Maid of the Loch. All Visitor Support Crew volunteering opportunities are listed on the online volunteer management system. A "buddy system" is in place requiring two volunteers for each opportunity, thereby ensuring volunteers don't have to work alone. Where possible, new volunteers will be placed with existing ones to provide support and knowledge transfer.

Uniforms

The uniform provided will be a volunteer high visibility vest. Volunteers should provide their own clean, appropriate trousers or skirt.

Travel Expenses

Unfortunately we are unable to pay travel expenses at this time.

Selection Methods

If you are interested in this opportunity please complete a Volunteer Application Form and return it to:

Volunteer Coordinator, Loch Lomond Steamship Company, The Pier, Pier Road, Balloch, G83 8QX or email it to: volunteers@maidoftheloch.org

Once we have received this, we will contact the reference provided. Upon receipt of a suitable reference, you will be invited for an informal chat to assess mutual suitability for the role. As you will be in contact with vulnerable people as part of this role, we will be required to apply for an Enhanced Disclosure on your behalf.