|  |  |
| --- | --- |
| **Role Title** | Hull Interchange Tour Volunteer |
| **Department** | Volunteering |
| **Locations** | Hull Paragon Interchange, City Centre |
| **Reporting to** | Age UK HEY |

**Volunteer Role Description**

|  |
| --- |
| **Reasons to volunteer with Age UK Hull and East Yorkshire:**   * Opportunities to support an exciting local event and be part of a community atmosphere * The rewarding feeling of contributing to a successful day for runners and spectators * Ongoing support and guidance on the day * A chance to meet new people and have fun, while giving back to the community * Gain valuable experience volunteering in a one-off event |
| **Role Summary:**  As a Hull Interchange Tour Volunteer, you will support familiarisation tours for older people who may feel uncertain or anxious about using public transport or navigating Hull Interchange. These sessions are designed to help people build confidence when travelling independently.  Tours take place every few months at a set date and time, and you'll be accompanied by a member of rail staff throughout. Volunteers will guide attendees around key areas of the station such as:   * Passenger Assist * The Travel Centre * Gate line and ticket areas * British Transport Police office   You’ll also assist with answering basic questions, offering reassurance, and encouraging participants to engage with station staff. Your friendly presence and guidance will play a vital role in creating a welcoming and supportive experience for all attendees |
| **Main Duties:**   * Welcome and accompany participants during the tour * Encourage questions and discussion during the tour * Assist rail staff in ensuring participants feel safe and informed * Provide information on Age UK HEY services * Provide feedback to Age UK HEY following the session |
| **Training & supervision:**  Full instructions and a briefing will be provided ahead of the event. You will be supervised by a member of train staff throughout |
| **Personal Qualities and Experience:**   * Friendly and approachable, with good communication skills * Reliable and punctual, able to commit to scheduled tour times * Comfortable supporting small groups and engaging with older people * Willingness to work alongside transport staff and take initiative * Empathetic and patient, especially with individuals who may feel nervous |

**For further information about this role or to apply:**

**Email**: [volunteer@ageukhull.org.uk](mailto:volunteer@ageukhull.org.uk)

**Call**: 01482 324644

**Address**: Age UK Hull, Preston Road, Hull, HU9 5HH