

Citizens Theatre

Volunteer Role Description

Volunteer Role:	Tour Guide/Welcome Host
Responsible to:	Heritage Engagement Officer
Key Relationships:	Heritage, Participation, Operations and Welcome Teams

Our volunteers have one thing in common: a love of being around people as part of an excellent visitor experience in the unique setting of the Citizens Theatre. Initially, we are looking for **six Tour Guide/Welcome Host volunteers** to join our team to make our space welcoming and accessible to all.

About the Role:

At the heart of the role is helping visitors, education and community groups to have a valuable and fun experience. There are opportunities to deliver tours, assist with activities, workshops and handling sessions, help on event days and meet, greet, and chat to visitors as they move around the theatre. Volunteers are encouraged to engage with visitors in a way that will help them to explore and discover more about the Citizens Theatre's rich heritage.

We encourage co-creation of content with our volunteers, such as tours or visitor activities, to provide the opportunity for individuals to share their passions and favourite stories about the site and its surroundings.

This is a flexible role that can be shaped depending on the interests of the individual, the visitors on the day, and what would provide added value to the Citz and its team (and for the individual volunteering).

Although experience of public engagement and a background in historical knowledge is valuable, it is not required. A willingness and enthusiasm to be around people and to learn about the Citz and its history is all you need.

You will be volunteering in the Citizens Theatre building which is accessible – read more about access [here](#). The Citz would welcome guides with additional language skills. We are particularly interested in hearing from people who live in our local Gorbals neighbourhood and surrounding areas.

What's involved:

- Leading and assisting on heritage tours that engage audiences of all ages and backgrounds.
- Supporting our visitor welcome.
- Work with the Heritage Engagement Officer to tailor tours which integrate with our creative offer.
- Helping host educational and community groups who visit the theatre.

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- **A minimum of 4 hours per week** on a flexible basis depending on tour bookings and events.
- Where possible, we anticipate volunteer positions will be inducted from the end of November with activity starting soon after.

What we offer:

- A full induction covering the work and history of the Citizens Theatre
- Ongoing support from a member of the Participate team
- Training about the Citizens Theatre's approach to engagement
- Work experience and a reference (after six months)
- A supportive and inclusive environment
- A flexible and person-centred approach which takes into consideration individual needs and motivations for volunteering (you can tell us about this in your application form)
- Opportunities to meet other Citz staff and volunteers and to get involved in Citizens Theatre activities
- Travel expenses, up to £6 per day
- Two complimentary tickets to Citizens Theatre productions in the Main Theatre

We expect there to be considerable interest in volunteering at the Citizens Theatre and we may not be able to accommodate everyone that applies. At the moment we **are looking for six Tour Guide/Welcome Host volunteers to join our team**. But we will ensure all applicants hear from us and will continue to post further volunteering opportunities in the coming months.

You might also find the volunteer website, Make Your Mark, useful for finding other volunteering opportunities. <https://makeyourmark.scot/>

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How to Apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact recruitment@citiz.co.uk and your query will be directed to the appropriate person.

To apply, please complete the online Microsoft form: [Expression of Interest Form](#)
Then complete the online [Equal Opportunities Form](#).

If you would like to discuss this role or need support in your application please **come along to the Citizens Theatre on 06 November between 11am and 3pm** to meet with one of our team who can answer any questions and support with your application.

As part of the recruitment process Citizens Theatre collects and processes data relating to volunteer applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

If you require an alternative way to make your application or the role description in an accessible format please contact recruitment@citiz.co.uk to discuss a suitable format.

Deadline for applications:	Friday 14 November 2025, 12 noon
Notified of outcome/Induction:	w/c 24 November 2025

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are selected.

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.