



WiSH Stadium Tour Guide- Plough Lane

Volunteer Role

A self-financing / not for profit organisation, Wimbledon in Sporting History (WiSH), now has a museum in and around the new stadium at Plough Lane, home to AFC Wimbledon.

A WiSH Stadium Tour Guide will be a passionate, knowledgeable and dedicated person who is inclusive and able to adapt. Excellent communication and team working skills will be key to making the WiSH Stadium Tours come to life.

Stadium Tours take place mainly on Fridays and every home matchday. They are all year round and continue during close season.

You will also be required to attend meetings / training as required. A DBS check will be required.

As a WiSH Tour Guide you will

- Be an excellent communicator.
- Be passionate about learning and understanding the history and culture of AFC Wimbledon, Wimbledon FC and other local sports.
- Read 'Plough Lane Stadium Tour Guide' and any updates sent.
- Enjoy engaging with a diverse range of people.
- Be friendly, cheerful and have a positive outlook.
- Be good at conveying information in a cohesive, enjoyable and accessible way.
- Be adaptable and able to change styles and delivery methods to meet the needs of different audiences.
- Be receptive and welcome feedback.
- Be fit and mobile - tours of the stadium will take around 60 minutes to 90 minutes.
- Work reliably as part of a team of stadium tour guides.
- Maintain a positive relationship with the club and club ambassadors.
- Respond to any emails or WhatsApp messages from Stadium Tour Team Lead within 36 hours where possible.
- Provide personal availability for tours 4-6 weeks in advance to Stadium Tour Team Lead where possible.
- Complete all required volunteer paperwork.
- Become part of a friendly, supportive team



Person Specification

ROLE TITLE	WISH Stadium Tour Guide
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REQUIREMENTS	Essential / Desirable	Evidence measured at
QUALIFICATIONS /EXPERIENCE	Not essential	Application (AP) Interview (INT) Reference (R)
Relevant Qualifications	Not essential	-
Relevant Experience	Not essential	AP, INT, R

SKILLS AND ABILITIES		
Effective / engaging communicator with good interpersonal / team working skills. Able to lead and direct confidently.	E	AP, INT
Reliable / Sufficient time available. Ability to work to deadlines.	E	AP, INT, R
Integrity & ability to maintain confidentiality.	E	AP, INT, R
Able to work in a team and also individually.	E	AP, INT, R
Attention to detail and reliable timekeeping.	E	AP, INT, R
Committed, passionate and Self Motivated with a Willingness to learn.	E	AP, INT
Innovative and creative	D	AP, INT
Awareness of own limitations & boundaries	E	AP, INT
Knowledge of the history of the club / location other local sports	D	AP, INT
Understanding of diversity, inclusivity and accessibility	E	AP, INT