



The Bishop's Palace  
WELLS · SOMERSET

<i>Title</i>	<b>Visitor Operations Volunteer</b>
<i>Report to</i>	Tony Welch – Visitor Operations Manager
<i>Key internal contacts</i>	Visitor operations Team / Senior Manager – for any issues when on duty when the Palace is open to the public.
<i>Purpose of role</i>	<p>To explain the benefits of visiting the gardens to visitors at the Gatehouse and encourage them to buy entry tickets in the shop.</p> <p>Assist the Visitor Operations team with security at the Gatehouse to prevent unauthorised access by vehicles to the site and allow only authorised vehicles to enter parking area</p> <p>To ensure that our visitors enjoy and learn more about the Palace and gardens whilst they are visiting. This is a key role in making visits inspiring experiences and offering a warm welcome.</p> <p>To encourage visitors to support the Palace by staying longer, visiting again, telling their friends or buying membership.</p> <p>To assist the Visitor Operations team protect the health and safety of visitors, and play a part in safeguarding the property and its collection.</p>
<i>Key tasks – What the Palace Trust expects from Visitor Operations Volunteers</i>	<p>Tasks will be varied throughout the session and will include:</p> <ul style="list-style-type: none"><li>• Assist the Visitor Operations team to increase conversion by explaining the benefits of seeing the Palace gardens to visitors and inspire them to want to buy an entry ticket</li><li>• Provide a friendly and informed welcome to all visitors.</li><li>• Respond to queries from visitors upon entry and ensure that everyone has a valid ticket or membership card</li><li>• Encourage visitors to stay longer, visit again and become long term supporters of the Bishop's Palace.</li><li>• Be a positive advocate for the Bishop's Palace and promote additional services such as venue hire, the Bishop's Table café and the shop, as well as other ways of getting involved (e.g. volunteering and fundraising).</li><li>• As required, check the site's facilities and refill consumables like hand towels</li><li>• As required, help out at special events.</li></ul> <p>Protecting Visitors</p> <ul style="list-style-type: none"><li>• Maintain an awareness of relevant health and safety procedures.</li></ul>

For more information please contact Siobhan Goodwin Volunteer Co-ordinator:

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	<ul style="list-style-type: none"><li>• Help to ensure that visitors understand how to treat the Palace Collection with respect.</li></ul> <p>Training and Development</p> <ul style="list-style-type: none"><li>• Attend training and workshop days relevant to the Visitor Operations Volunteer role.</li><li>• Induction training</li><li>• Develop knowledge of the Palace as a whole</li><li>• Volunteers will always work as part of the Visitor Operations team</li></ul> <p>Anticipated time contribution</p> <ul style="list-style-type: none"><li>• Ideally a regular contribution of at least half a day per week including some sessions at weekends throughout the year.</li></ul> <p>Dress code</p> <ul style="list-style-type: none"><li>• Visitor Operations Volunteers should be dressed in presentable/smart casual attire. Formal attire has the potential to be somewhat intimidating for visitors. This role does involve some time outside so suitable wet weather clothing may be needed. Lockers are provided in the volunteer room.</li></ul>
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