



The Bishop's Palace
WELLS · SOMERSET

Title	Visitor Services Volunteer
Report to	Lorna Muffett - Volunteer and Operations Manager
Key internal contacts	Jonathan Sawyer – Head of Volunteer Services - overall responsibility for Visitor Services which includes the shop and visitor centre, café, events and exhibitions.
Purpose of role	<p>Duty Manager – for any issues when on duty when the Palace is open to the public.</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 protect the health and safety of visitors, and play a part in safeguarding the property and its collection.</p>
Key tasks –	Engaging our Visitors
What the Palace Trust expects from Visitor Service Volunteers	<ul style="list-style-type: none">● Provide a friendly and informed welcome to all visitors.● Respond to queries from visitors upon entry and ensure that everyone has a valid ticket or membership card● Help visitors to discover more about the place they are visiting by helping with interpretation – e.g. answering questions, giving short talks, children's quizzes and trails, leaflets, room guides, handling collections and so on.● Help visitors to explore the Created in Somerset exhibition● Support the staff team in ensuring the Created in Somerset exhibition is kept safe and well-presented● Encourage visitors to stay longer, visit again and become long term supporters of the Bishop's Palace.● 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).



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- As required, help out at special events.

Protecting Visitors

- Maintain an awareness of relevant health and safety procedures.
- Help to ensure that visitors understand how to treat the Palace Collection with respect.
- Support security procedures in order to prevent trespass, theft and damage.

Training and Development

- Attend training and workshop days relevant to the Visitor Service Volunteer role.
- Induction training
- Develop knowledge of the Palace as a whole.

Anticipated time contribution

- Ideally a regular contribution of at least half a day per month

Dress code

- Visitor Service 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.