

<i>Title</i>	Visitor Services Volunteer
<i>Report to</i>	Jeremy Coles – Visitor Experience Assistant Manager
<i>Key internal contacts</i>	Visitor Operations Team / Duty Manager – for any issues when on duty when the Palace is open to the public.
<i>Purpose of role</i>	<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>
<i>Key tasks – What the Palace Trust expects from Visitor Service Volunteers</i>	<p>Engaging our Visitors</p> <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 (this involves using a scanner) • 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, and so on. • Help visitors to explore the exhibitions • 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). • As required, help out at special events. <p>Protecting Visitors</p> <ul style="list-style-type: none"> • Maintain an awareness of relevant health and safety procedures. • Preventative Conservation of the Palace Collection • 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.

For more information please contact Gemma Palmer, Community Engagement Assistant:

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	<p>Training and Development</p> <ul style="list-style-type: none">• Attend training and workshop days relevant to the Visitor Service Volunteer role.• Induction training• Develop knowledge of the Palace as a whole. <p>Anticipated time contribution</p> <ul style="list-style-type: none">• Ideally a regular contribution of at least a session per fortnight including some sessions at weekends throughout the year. <p>Dress code</p> <ul style="list-style-type: none">• 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 team break room.
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