

Title	Volunteer Welcomer
Report to	Jeremy Coles – Visitor Experience Manager
Key internal contacts	Visitor Experience Team / Duty Manager – for any issues when on duty when the Palace is open to the public.
Purpose of role	<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 – What the Palace Trust expects from Volunteer Welcomers	<p>Engaging our Visitors</p> <ul style="list-style-type: none"> • Provide a friendly and informed welcome to all visitors. Please read the daily briefing sheet which should be in the Bevy Room. • Respond to queries from visitors. • Help visitors to discover more about the place they are visiting by helping with interpretation – e.g. answering questions, giving leaflets, encouraging them to try a multi-media guide, and so on. Your role will be both inside the palace (mainly on the first floor and in the chapel) and in the inner and outer gardens. • How long you spend outside will depend on the weather but ideally walk through the gardens at least once on every session. • 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. Please carry a radio at all times. Check the daily briefing sheet • 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:

Tel: 01749 988111 ext 204

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	<p>Training and Development</p> <ul style="list-style-type: none">• Attend relevant training and workshop days• 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>Team Work</p> <ul style="list-style-type: none">• Please agree with your fellow welcomers where you are going to go and take it in turns to be inside, outside or on a tea break. Please spread out across the site. <p>Dress code</p> <ul style="list-style-type: none">• Welcomers 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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