

DRAWBRIDGE WELCOMER

Title	Drawbridge Welcomer (Volunteer)
Report to	Visitor Team Manager – Jeremy Coles
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 be a welcoming face to those visitors who have crossed our drawbridge.</p> <p>To help with visitor queries both relating to the Palace and their wider visit to Wells.</p> <p>Promote what the Palace and Gardens have to offer.</p> <p>Please note this is NOT a selling role. This role is focused on welcoming visitors and helping them navigate the start of their journey with us, whether it's to enjoy the gardens, have a bite to eat or simply use the toilets.</p>
Key tasks – What the Palace Trust expects from Visitor Service Volunteers	<p>Engaging our Visitors</p> <ul style="list-style-type: none"> Engage with visitors on Palace Green and the 'free area' to provide a friendly and informed welcome to our wide variety of diverse visitors. Respond to queries from visitors upon entry. Help visitors to discover more about the place they are visiting by being up to date with what is happening each day at The Bishop's Palace Have a basic knowledge of the local Wells area to help those from outside the area make the most of their visit. Promote what The Bishop's Palace has to offer <p>Protecting Visitors</p> <ul style="list-style-type: none"> Maintain an awareness of relevant health and safety procedures. Support security procedures in order to prevent trespass, theft and damage. <p>Training and Development</p> <ul style="list-style-type: none"> Attend training and workshop days relevant to the role. Induction training Develop knowledge of the Palace as a whole All volunteers at The Bishop's Palace are required to attend safeguarding training.

For more information please contact Gemma Palmer, Community Engagement Assistant:
 Tel: 01749 988111 ext 204
gemma.palmer@bishopspalace.org.uk

	<p>Anticipated time contribution</p> <ul style="list-style-type: none">• Drawbridge Welcomers can sign up to 2 hour slots across a variety of days. You are welcome to sign up to 2 x 2 hour shifts if you wish to have a longer slot. We recommend volunteering around once a week. <p>Dress code</p> <ul style="list-style-type: none">• Drawbridge Welcomer 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 working and standing so suitable shoes and clothing are recommended.• Lockers are provided in the team break room where volunteers are encouraged to take regular breaks and top up on biscuits and tea throughout their shift.
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