

## DRAWBRIDGE WELCOMER

<i>Title</i>	<b>Drawbridge Welcomer (Volunteer)</b>
<i>Report to</i>	Visitor Team Manager – Jeremy Coles
<i>Key internal contacts</i>	Visitor Experience Team / Duty Manager – for any issues when on duty when the Palace is open to the public.
<i>Purpose of role</i>	<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>
<i>Key tasks – What the Palace Trust expects from Visitor Service Volunteers</i>	<p>Engaging our Visitors</p> <ul style="list-style-type: none"> <li>Engage with visitors on Palace Green and the 'free area' to provide a friendly and informed welcome to our wide variety of diverse visitors.</li> <li>Respond to queries from visitors upon entry.</li> <li>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</li> <li>Have a basic knowledge of the local Wells area to help those from outside the area make the most of their visit.</li> <li>Promote what The Bishop's Palace has to offer</li> </ul> <p>Protecting Visitors</p> <ul style="list-style-type: none"> <li>Maintain an awareness of relevant health and safety procedures.</li> <li>Support security procedures in order to prevent trespass, theft and damage.</li> </ul> <p>Training and Development</p> <ul style="list-style-type: none"> <li>Attend training and workshop days relevant to the role.</li> <li>Induction training</li> <li>Develop knowledge of the Palace as a whole</li> <li>All volunteers at The Bishop's Palace are required to attend safeguarding training.</li> </ul>

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

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	<p>Anticipated time contribution</p> <ul style="list-style-type: none"><li>• 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.</li></ul> <p>Dress code</p> <ul style="list-style-type: none"><li>• Drawbridge Welcomer Volunteers should be dressed in presentable/smart casual attire. Formal attire has the potential to be somewhat intimidating for visitors.</li><li>• This role does involve some time outside working and standing so suitable shoes and clothing are recommended.</li><li>• 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.</li></ul>
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