

| | |
|---|--|
| <i>Title</i> | Palace Welcomer (Volunteer) |
| <i>Report to</i> | Jeremy Coles, Visitor Team Manager |
| <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> | To welcome visitors who come in to the palace buildings. |
| <i>Key tasks – What the Palace Trust expects from the Palace Welcomer</i> | <ul style="list-style-type: none"> • To offer a brief insight into one of the key exhibits in either the entrance hall or long gallery. • Issue the digital devices to visitors • To briefly explain what else there is to see/do in the building • Engaging our Visitors • 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. <p>Anticipated time contribution</p> <ul style="list-style-type: none"> • Palace 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 you volunteer around once a week. <p>Dress code</p> <ul style="list-style-type: none"> • Palace Welcomer Volunteers should be dressed in presentable/smart casual attire. Formal attire has the potential to be somewhat intimidating for visitors. There is the option to dress in costume by prior agreement. |