



Title	Palace Welcomer (Volunteer)
Report to	Jeremy Coles, Visitor Team 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	To welcome visitors who come in to the palace buildings.
Key tasks – What the Palace Trust expects from the Palace Welcomer	<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.

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