



Shakespeare Birthplace Trust Volunteer Role Description

Shakespeare's Birthplace

Role Title: Visitor Welcome Assistant Volunteer
Reports to: Visitor Reception Team Leaders

Purpose of role: To meet and greet visitors to the house and to support & assist the team in managing the high numbers of visitors whilst providing the high quality of customer service required by The Trust.

Responsibilities:

- To keep control of groups, by checking the booking list and ensuring that each group enters at their allotted time.
- To keep the surrounding area clear by ensuring that the groups remain outside the main doors until they are invited in.
- To answer any questions our individual visitors may have.
- To scan tickets for ticket holders who are waiting in the queue.
- To ensure the guidebooks and leaflets are kept stocked up at each till point.
- To ensure that the visitors are advised of our policies regarding photography, smoking and food & drink.
- To understand that large storage luggage is strictly prohibited on site, inform visitors of luggage storage areas within the areas of Stratford-upon-Avon.

Additional responsibilities at the Birthplace will include:

- To walk people into the exhibition area and explain how the exhibition works.
- To walk the fast-track groups into their part of the exhibition and guide them through to the garden/house.

Requirements / skills:

- Good, strong people skills with the ability to talk confidently to both individuals & large groups
- Enthusiastic and friendly!
- Ability to work as part of a team
- Good organisational skills
- Clean and smartly dressed
- Fit and active (the role requires you to be on your feet for most of the shift!)
- Knowledge of Shakespeare's life and plays
- Language skills would be advantageous, but are by no means essential

Commitment: A regular commitment of 4 hours or above would be advantageous; a morning, an afternoon or middle of the day would assist us in offering our visitors a warm and friendly welcome to the Shakespeare Birthplace Trust experience.

Length of project or placement: ongoing

Administration points:

- Clothing to be smart and in SBT brand colours (grey, black, (bottoms) red, white, blue or black top). Clothing (jacket or gilet) with SBT logo will be provided.
- Volunteer badges will be provided.
- Smoking is not allowed on site.
- Food and drink is not allowed within the exhibition area.
- A break of 15 minutes will be provided during a 4-hour shift.

Benefits:

- Volunteer expenses will be available at a maximum of £10 per day
- After 20 hours service, volunteers will be entitled to benefits including free entry at the Shakespeare Houses and discounts at local shops and restaurants
- We provide certificates and a thank you event for volunteers who have given over 200 hours of their time each year