

## Exhibition Volunteer

Property Name: Shakespeare's Birthplace

Volunteer Supervisor: Visitor Engagement Manager

### Why join us?

The Shakespeare Birthplace Trust is an independent charity which cares for the world's greatest Shakespeare heritage sites in Stratford upon Avon, and promotes the enjoyment and understanding of his works, life and times all over the world. Celebrating Shakespeare is at the heart of everything we do. Our volunteer team help us achieve these goals, so join us and help create a wonderful experience for our global audiences.

### What will you be up to?

- To welcome and inform visitors to the exhibitions at the houses.
- To engage our visitors in conversation about the exhibitions.
- To monitor capacity numbers within exhibition space.
- To monitor the safety of the exhibits and visitors.
- To aid in health and safety, and evacuation of the exhibition as required.
- To let our visitors know what else they will experience on their visit to the Birthplace and on other sites.
- To help with entry and exit of wheelchair users via the chair lift from the garden.
- To encourage our visitors to fill in customer feedback forms.
- Help clean display cases and maintain tidiness of exhibition.

### Do you have the skills we are looking for?

- A keen interest in Shakespeare and related art and objects
- Good people skills, with the ability to talk confidently to both individuals & groups from varying backgrounds and with a range of needs. If you can do this in a second language, even better!
- Willingness to undergo training in customer service, accessibility and health and safety.
- Willingness to learn and share with visitors the points of interest at the properties.
- Ability to work as part of a friendly team to help upsell all elements of the visit; including guidebooks, tickets etc.
- Ability to ensure health and safety guidelines are followed and be responsible for your own health and safety.

### How often would we like you to volunteer?

A regular commitment of 4 hours or above would be advantageous; a morning, an afternoon, or a full day a week would assist us with planning.

### Length of the volunteering role?

Ongoing

### Good to know

- Volunteers to wear own smart clothing in branded colours (red, black, white or grey).
- Volunteer badges will be provided.
- Smoking is not allowed on site.
- Food is not allowed on site.
- Training will be provided as necessary.

### Benefits of joining us

- On completion of 20 hours volunteering for the Trust, all volunteers receive a volunteer card giving free entry to SBT properties and a range of discounts.
- Annual service award each February for volunteers who have achieved 200 hours or more of volunteering in the previous year.
- Volunteer celebration days and coffee morning chats will be programmed throughout the year.
- We can provide references.
- We can provide reimbursement of travel expenses only. Maximum of £10 per day.
- You can be involved in our Volunteer Forum; Volunteer Voices.



*Have any questions...*

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