

## Visitor Engagement Volunteer

Department Name: Shakespeare's New Place

Volunteer Supervisor: Visitor Welcome 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?

- Engaging visitors in conversation about New Place.
- Answering any questions our visitors may have.
- Sharing information with visitors regarding New Place, such as current and future exhibitions.
- Giving talks on the history of the site, its connections to William Shakespeare and key features to look out for during their visit.
- Providing visitors with information on other sites and events across the Trust.
- Encouraging visitors to fill in the customer survey form.
- Monitoring the safety of the exhibits and visitors.
- Assisting in the evacuation of the site if required.

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

- 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!
- An interest in history and William Shakespeare.
- Willingness to undergo training in customer service, accessibility and health and safety.
- Willingness to learn and share with visitors the points of interest at New Place.
- Ability to ensure health and safety guidelines are followed and be responsible for your own health and safety.
- Willingness and flexibility to move around the New Place site to engage with visitors at different points of the visitor journey.

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

A regular commitment of at least once a week would be ideal.

Either 10am-1pm or 1pm-4pm, but we can be flexible.

## 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 and drink is not allowed on site, there is a designated staff and volunteer rest room with hot drinks facilities
- Training will be provided as necessary
- This role will be based in the gardens at New Place so volunteers must be prepared to be based outdoors in all weather conditions. Regular breaks will be planned in.

## 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



*Have any questions...*

[volunteering@shakespeare.org.uk](mailto:volunteering@shakespeare.org.uk)

01789 204016