

## Visitor Welcome 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?

- Welcoming visitors to New Place through the Gatehouse entrance.
- Assisting with checking visitors' tickets as they enter.
- Engaging in conversation with visitors about New Place.
- Answering any questions our visitors may have.
- Helping to upsell and promote items in the New Place gift shop (including use of computerised till system).
- Providing visitors with information on other SBT sites, events, current and forthcoming.
- Monitoring the safety of the exhibits and visitors.
- Assisting in the evacuation of New Place 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 so this in a second language even better!
- An interest in history and in 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.

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

A regular commitment of 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 staff and volunteer rest room where you will find hot drinks facilities
- Training will be provided as necessary
- This role will be based at the entrance to New Place so volunteers must be prepared to be based outdoors in all weather conditions. Regular breaks will be scheduled 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...*

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