

### Properties; The Birthplace, Anne Hathaway's Cottage, Mary Arden's Farm and Hall's Croft

**Role Title:** Floor Walker/Visitor Host Volunteer  
**Reports to:** Visitor Reception Manager  
**Purpose of role:** To be the first point of contact to our visitors at Visitor Reception.

*Perfect for those looking for a challenge in a fast paced, rewarding role, wanting to be an ambassador of the Trust.*

#### **Responsibilities:**

- To provide a warm welcome to visitors at all 5 Shakespeare Family Homes
- To help scan/take details of visitors' tickets as they enter
- To explain our ticketing structure to new visitors, with emphasis on the 5 house pass
- To sell guidebooks
- To engage in conversation with visitors, responding to queries, giving information about the site
- To provide visitors with information on other Shakespeare Family Homes, events; current and forthcoming
- To assist the reception team in providing visitors with maps and interpretation material to ensure visitors have an exceptional experience
- To monitor the safety of the exhibits and visitors
- To aid in the evacuation of SBT properties if required

#### **Requirements / skills:**

- 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
- Use of electronic ticketing systems (training will be given)
- An interest in history and Shakespeare
- Willingness to undergo training in customer service, access issues 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.

#### **Commitment:**

A regular commitment of at least once a week would be ideal with a choice of shifts available:

Birthplace and Anne Hathaway's Cottage:  
9am-5pm      12pm-3pm

Mary Arden's Farm, Harvard House and Hall's Croft:  
10am-5pm      12pm-3pm

**Length of project or placement:**  
Ongoing.

**Benefits of volunteering:**

- 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.
- There will be an annual service award each January for volunteers who have achieved 200 hours or more of volunteering in the previous year. This will be acknowledged by a lapel pin and certificate.
- Volunteer celebrations days and coffee morning chats will be programmed throughout the year.

**Administration points:**

- The Trust will reimburse volunteer travel costs between their home address and the place they volunteer at the rate of 40p per mile, up to a 25 mile round trip or £10 per day. Parking costs can also be claimed within the £10 daily maximum. Volunteers can claim a combined total of up to £10 for mileage and parking.  
Volunteers travelling by train or bus may also claim up to a £10 daily maximum.
- Training will be provided.
- 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 planned in.
- Clothing to be smart and in SBT brand colours (grey or black 'bottoms', red, white, blue or black top).
- Volunteer badges will be provided.
- Smoking is not allowed on site.
- Food and drink is only to be consumed in the set areas.

**Authorised by:** Emma King

**Title:** Volunteer and Community Outreach Coordinator

**Date:** 04/04/2016