

## **Visitor Welcome Volunteer**

### **Role description**

#### **What is a 'Visitor Welcome Volunteer'?**

Our Visitor Welcome Volunteers provide a warm, engaging welcome and outstanding customer care for all our visitors from their arrival at Bedern Hall through to their departure. Anyone who is a part of the Visitor Welcome team at Bedern Hall is the 'first face' for all our visitors and sets the tone for each visitor's experience. By helping with a varied range of activities you will contribute towards ensuring that they have a first class experience.

#### **What's in it for you?**

- Becoming part of a friendly and dedicated team
- Learning about one of York's finest buildings
- Meeting people from all walks of life and making new friends
- Fine tuning your excellent communication skills
- Learning new and useful skills
- Personal satisfaction since you have the opportunity to make a real difference to our visitors' experiences
- Volunteering in a beautiful historic environment.

#### **What's involved?**

- Greeting visitors on arrival and providing a warm, friendly and informed welcome (and goodbye) to all visitors as the public face of Bedern Hall.
- Providing introductory information about the building.
- Being available from 10.30 am till 13.00, or 13.00 till 15.30pm, on your day of volunteering.
- Championing and promoting the work Bedern Hall, explaining the benefits of becoming a Friend of Hall and making them aware that they too can hire the venue for their own events.
- Supporting any other activities relevant to the role, if able and appropriate.

#### **This role will suit people who...**

- Are confident in talking to a wide range of visitors
- Are friendly and enthusiastic

- Enjoy providing excellent customer service
- Are able to adapt skills and knowledge to suit different situations
- Are willing to learn new skills
- Are interested in history and local heritage
- Are comfortable to be on their feet (with breaks!) for half a day

**Extra information***Time commitment:*

3 hours per shift: once a week or fortnight, or more if you can. Weekends and Bank Holidays especially. Our rota is done 4 weeks in advance so you'll have plenty of notice when volunteer hours are available on days that work for you.

Staff Contact: Elly Richmond

*Training/Resources:*

All new volunteers will need to attend a two-part induction session.

- Part 1 will be about familiarising you with the site, providing you with background information and equipping you with useful introductory knowledge of the property's history and key characters.
- Part 2 will focus on introducing the tasks of the role and providing practical details, including health and safety information.

Volunteer Expenses are available.

This role is purely voluntary and does not create a legally binding arrangement or employment contract.

To find out more and apply, please contact Roger Lee, [info@bedernhall.co.uk](mailto:info@bedernhall.co.uk) (07801 227429).