

ENGLISH HERITAGE

Old Sarum Meet and Greet Volunteer Role Description

Why does English Heritage need my support?

Old Sarum Castle this remarkable Iron Age hill fort was where Salisbury's first cathedral once stood. The Romans, Normans and Saxons have all left their mark during over 2000 years of history. We are looking for volunteer to provide a warm and friendly welcome to all our visitors.

Where will I be based?

Old Sarum, Castle Road, Salisbury, Wiltshire SP1 3SD

What will I be doing?

Meet and Greet Volunteers are first point of contact for all our visitors you will:

- Advise people where to park
- Ensure visitors know where to pay for admission and car parking
- Provide welcome to all visitors including information to groups
- Provide a brief orientation to the site including information about any events or activities and site entrance and closing times
- Ensure all visitors are checking in at admissions.

How much time will I be expected to give?

We would like to see you once a week, but fortnightly as a minimum, this role has shifts available on weekday and weekends from April until October. Shift times are 11am to 2pm but there is some room for flexibility.

What skills, qualities and experience do I need?

We are looking for warm, confident, effective communicators, calm and collected in stressful situations and team players, who have a positive attitude to volunteering in this visitors facing role - enhancing the visitor experience. Volunteers in this role will be outside for long periods of time in all weathers.

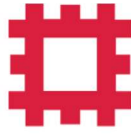
What support and training will I receive

Full induction into the role will be provided by English Heritage staff and will include:

- National, site and role inductions
- Familiarisation with staff and site
- Health and Safety
- On-going monitoring and support from the site manager and staff to maintain consistency in delivery.

What will English Heritage expect from me?

- To be the friendly face of English Heritage and deliver excellent customer service.
- To be reliable in attendance and dependable.
- Help us maintain the highest standards of presentation at our sites and properties.
- To wear English Heritage volunteer uniform where provided.
- Help us protect our properties and collections by understanding and following our security and safety procedures.
- Maintain good working relationships with staff, other volunteers and members of the public.
- Attend appropriate training and learn about the work of English Heritage.
- Observe organisational policy and procedures.



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- Safeguard confidential information about English Heritage and let us know about anything relating to your role or the work of English Heritage that you think might be controversial.
- Any documentary or other material (including any copyright applying thereto) you are provided with or created by you in respect of your volunteering will be the property and copyright of English Heritage (unless otherwise agreed in writing).

What can I expect from English Heritage?

- A welcoming and enjoyable experience.
- To be treated fairly and with respect.
- Recognition and appreciation for your contribution.
- A full induction and training programme with on-going support.
- A volunteer pass allowing free entry to English Heritage properties is available on completion of 60 hours and four months of volunteering.
- Reimbursement of reasonable local travel costs between home and volunteering location within agreed limits.
- A certificate to demonstrate work carried out for English Heritage is available on request to show future employers or further education providers.
- You will be covered by English Heritage's own indemnity arrangements in respect of all liabilities that may result from your appointment as a volunteer.