



## ENGLISH HERITAGE

### **Meet and Greet Volunteer Role Description**

#### **Why does English Heritage need my support?**

We are looking for volunteers to provide a friendly welcome for visitors to Apethorpe Palace

#### **Where will I be based?**

Apethorpe Palace Hunting Way, Apethorpe, Northamptonshire, PE8 5DJ

#### **What will I be doing?**

As a Meet and Greet Volunteer you will provide warm and friendly welcome to pre-booked visitor and groups.

As the first point of contact, you'll:

- Provide a brief orientation to the site including information about the sites Health and safety, the tour times and information about parking.
- Provide welcome information to any coach parties
- Ensure group leaders know where the group should wait for the tour to start and instructions for the coach driver.
- Advise people where to park during their visit.
- Ensure all those visiting are checked to insure they have pre-booked.

#### **How much time will I be expected to give?**

The role consists of 3 hours slots, one in the morning from 9.30 to 12.30 and the other from 12.30 to 15.30, the tours will be running from the 13th July until the 31st August, ideally we are looking for people who could commit to a minimum of 1 slot per week for the duration of the tours.

#### **What skills, qualities and experience do I need?**

We are looking for confident, effective communicators and team players, who have a positive attitude to working with visitors to enhance their visit. Volunteers in this role will have to stand for long periods and will have to spend time outside in all weathers.

#### **What support and training will I receive?**

Full training will be provided by English Heritage and will include:

- Familiarisation with site and staff
- Induction and health and safety training
- Role-specific training
- On-going monitoring and support from the site team 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.



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- Attend appropriate training and learn about the work of English Heritage.
- Observe organisational policy and procedures.
- 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.