

## Garden Greeter (Shakespeare's Birthplace)

Department Name: Shakespeare Houses - Operations  
Volunteer Supervisor: Visitor Experience Manager, Visitor Operations Manager, Duty Managers and Team Leaders

### 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.

This exciting new volunteer role is specific to Shakespeare's Birthplace and involves greeting visitors when they first arrive to the entrance of the house (after they pass through visitor reception and the exhibition areas). You will be the first historical point of contact, giving a warm welcome and enabling visitors to enjoy the beautiful garden.

### What will you be up to?

- Supervising the queue into the Birthplace from the internal garden
- Sharing new information about the garden and grounds
- Encouraging visitors to engage with our Object Handling items
- Giving an introduction to the house, as a short talk if you feel comfortable
- Reporting any damage or areas of concern to Duty manager
- Following the SBT Health and Safety Policy in order that all the team and visitors are safe and have the best experience possible

### Do you have the skills we are looking for?

- An openness to speak to individuals & groups from varying backgrounds and with a range of needs. If you can do this in a second language, even better!
- Willingness to be outside in the spring/summer months (with the option to transfer indoors in case of bad weather)
- Shakespeare and Tudor knowledge or willingness to learn
- Interest in historic gardens, or willingness to learn

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

A regular commitment of 3 hours a week or above would be ideal, however, we are also open to volunteers who are available on more of an ad-hoc basis, for example if you are not free every week.

## Length of the volunteering role?

April - November, but volunteers may transfer to inside the house during the winter months.

## Good to know

- Volunteers to wear own smart clothing in branded colours (red, black, white or grey)
- Outdoor jacket will be provided
- Volunteer badges will be provided
- Smoking is not allowed on site
- Dependent on your length of volunteer shift, food and drink is allowed in our welfare areas on site
- Training will be provided on the following:
  - SBT induction
  - Site specific information
  - Health and safety
  - Customer service

## 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
- 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
- You can join our volunteering forum: Volunteer Champions
- We will do our best to support your learning and development



*Have any questions...*

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