

Visitor Welcome Volunteer

Department Name: Shakespeare Family Homes - Operations

Volunteer Supervisor: Visitor Welcome Manager

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.

What will you be doing?

- Safely welcoming visitors to our sites
- Explaining our ticket booking process to prospective visitors
- Assisting with checking visitors' tickets as they enter the sites
- Engaging in conversation with visitors about our sites
- Being within the open areas of our properties to engage with our visitors about the garden, house and site
- Answering any questions our visitors may have
- Providing visitors with information about other SBT sites and events (current and forthcoming)
- Monitoring the safety of the exhibits and visitors
- Assisting in the evacuation of the sites if needed

Do you have the skills we are looking for?

- Good people skills with the ability to talk confidently, and succinctly, to both individuals & groups from varying backgrounds and with a range of needs. If you can do this in a second language even better.
- Passion to learn and enthusiasm for our vision
- An interest in history and in Shakespeare
- Willingness to undergo training in customer service, accessibility and health and safety
- Willingness to learn and share with visitors the points of interest at our sites
- Ability to ensure health and safety guidelines are followed and be responsible for your own health and safety
- Comfortable to be outdoors throughout the year

How often would we like you to volunteer?

A regular commitment of 4 hours or above would be ideal.

Either 10am-1pm or 1pm-4pm

Length of the volunteering role?

Ongoing

Additional information

- Volunteers wear their own smart clothing in our brand colours (red, black, white or grey)
- Volunteer badges will be provided
- Smoking is not allowed on site
- Food and drink are restricted to the onsite team break area
- This role will be based outdoors in all weather conditions. Breaks will be scheduled in.
- Please specify which of the Shakespeare Family Homes you would prefer to volunteer at so we can let you know the availability of opportunities.

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
- Annual service awards take place each February for volunteers who have achieved 200 hours or more of volunteering in the previous year
- 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. Maximum of £10 per day.



Have any questions...

volunteering@shakespeare.org.uk

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