

Volunteer Role Profile: Visitor Research Volunteer

About Bath Abbey:

Bath Abbey has been a site of Christian worship in the heart of the City of Bath for over 1,000 years. It is an active Parish Church holding over 1,000 services a year. Three different churches have stood on the site: a Saxon monastery, a Norman Cathedral, and the present Medieval Abbey. Edgar, the first King of all England, was crowned at the Abbey in Bath in 973. The Abbey continues to be a significant site, visited by almost 500,000 people a year.

The Abbey is entering an exciting new phase, as its Footprint project begins. Footprint aims to: repair and conserve the Abbey's nationally-significant; install eco-friendly underfloor heating using hot water from the Roman Baths; create new interpretation for people to discover more about the Abbey; and create new spaces for schools and local children to take part in learning and choral music at the Abbey.

About this role:

Visitor Research Volunteers support the work of Bath Abbey by collecting information about our visitors and gather feedback on their experience. This helps us better understand who our visitors are, why they come and how we can improve our visitor experience.

This role is based in the Abbey and focuses on engaging with visitors at the end of their visit. Volunteers are provided with a visitor survey, either on paper or an iPad, and actively encourage visitors to complete it.

Full training and ongoing support will be provided.

Key activities for this role:

- Approaching visitors at the end of their visit and encouraging them to complete a visitor survey.
- Identifying and responding to visitors specific needs to allow them to complete the survey.
- Ensuring that visitors responses, which will include some personal data, are kept secure.
- Talking with a wide range of audiences from around the world.
- Answering general enquiries about Bath Abbey and the local area.
- Keeping up to date with what is happening in the Abbey and attending training and occasional reviews as required.

This role would suit people with the following characteristics/skills:

- **Good communicators** – Able to engage with people from all walks of life and from around the world, with confidence and politeness. Happy approaching and talking to people you do not know.
- **Reliable and accurate** – Able to follow directions, pay attention to detail and store data sensibly and appropriately.
- **Sensitive** – Aware of data protection and access issues and understand the visitor's perspective.



- **Personable** – friendly, helpful and an ambassador of Bath Abbey.
- **Flexible** – Able and willing to work irregular hours, such as evenings and weekends, from time to time to ensure a representative sample.
- **Organised** – Well prepared and aware of what is required (full training will be provided).

What we offer our volunteers:

- A beautiful and tranquil place to be a part of, in a bustling heritage city. There will always be something new to experience and discover.
- The opportunity to gain new skills, if you are looking to start your career or to use the ones you already have.
- You will meet a wide range of people from all over the world with plenty of laughs, smiles and interesting conversations.
- A supportive and friendly team to work with, a chance to make new friends.
- A sense of ‘a task well done’ as you go home for the day. You will have helped us to carry out our work/mission, as well as maintaining the Abbey building for future generations.
- Regular newsletters and updates.
- All staff and volunteers receive a 10% discount on items for sale in the Abbey Shop. Your induction includes an optional free Tower Tour.
- You will be part of a caring and dynamic organisation at a time of exciting change with the HLF funded ‘Footprint’ project. You will be part of a larger community of Abbey Volunteers and will be included in training, participation and social events.

Time commitment:

Visitor research is conducted during March, April, August and October and shifts typically last 2 hours. Shift patterns are bespoke and will be arranged with the Head of Visitor Experience.

Application procedure:

Application form; informal interview; two character references; safeguarding training.

Role supervisor: Head of Visitor Experience

For further information, or to discuss your interest in this role, please contact:

visits@bathabbey.org or call 01225 303315

