

Volunteer Role Profile: Welcomer

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 church 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:

Welcome volunteers at Bath Abbey support the work of the Visitor Experience team, by providing a warm, friendly and sensitive welcome to all who enter the Abbey. Welcomers are the first faces a visitor will see. They give brief initial information to visitors and inform them of safety procedures inside the Abbey.

Key activities for this role:

- Providing a warm welcome to visitors
- Answering questions about the Abbey and the City of Bath and signposting visitors to other information sources when necessary e.g. *Visit Bath* website, *First Bus* website or *Great Western Railway* website.
- Keeping yourself informed of the services and events happening on the day you are with us. Knowing who to contact if there any queries you cannot answer.
- Inform visitors of the Covid-19 measures in place, including using hand sanitiser on arrival and that at the Welcome Desk they will need to provide a name and phone number to support NHS Test and Trace.
- Direct visitors to the Welcome Desk or queueing spots inside the building.
- Assist with ensuring capacity in the Abbey is not exceeded by counting people in and out (using a people-counter which will be provided).
- Understanding and explaining the Footprint project.
- Feeding back helpful suggestions and visitor comments to Bath Abbey staff when appropriate.
- Being aware of health and safety issues, emergency procedures and assisting the Abbey team with basic housekeeping tasks.
- Wearing an item of uniform and badge for identification purposes.
- Attending training and occasional reviews as required.

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

- A friendly personality and a welcoming smile.



- Polite and confident about meeting and speaking to people from around the world.
- Are happy to explain safety measures that are in place.
- Can stay patiently focused on the task in hand if a queue appears and work under a small degree of pressure.
- Happy to work as part of a small, supportive team.
- Punctual and dependable, willing to be flexible.
- Fit and able to be on duty for two hours, often standing up.
- Understand and are sensitive to the Abbey and the mission of compassion and care the Abbey has.
- Are open to giving and receiving feedback so that we can ensure that you and our visitors receive the best experience possible.

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. If you speak another language, you will have an opportunity to practice it here!
- 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 comprehensive training programme which enables you to fulfil your role to the best of your ability and to provide visitors with an exceptional experience.
- 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:

The Abbey opens every day of the week. Volunteering sessions are from 10am – 12pm, 12pm – 2pm and 2pm to 4pm. The amount of time you spend with us each can be flexible but we would appreciate a commitment of at least one session every two weeks, especially at the start of your volunteering role.

Attending training as required is essential.

Application procedure: Application form; Informal interview; Two character references; Safeguarding training.

Role supervisor: Visitor Experience Manager

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

visits@bathabbey.org or call 01225 303315

