

Volunteer Role Profile: Welcome Desk Assistants (WDA's)

About Bath Abbey:

Bath Abbey has been a site of Christian worship in the heart of the City of Bath for over 1000 years. It is an active Parish Church holding over 1000 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.

Having recently finished our Footprint project, the Abbey is entering an exciting new phase. Footprint has repaired and conserved the Abbey's nationally-significant floor; installed eco-friendly underfloor heating using hot water from the Roman Baths; opened a new Discovery Centre for people to discover more about the Abbey; and created new spaces for schools and local children to take part in learning and choral music at the Abbey.

About this role:

Welcome Desk Assistants (WDA's) will support the Abbey and Visitor Experience Team from the Welcome desk. Our visitors will have been greeted at the door with information to help them plan their visit, so when they reach you, they'll be ready to put that plan into action. You'll use the till to sell tickets and guidebooks and give out leaflets and information to help our visitors get the most out of their time at the Abbey.

This can be a fast-paced role on busy days, and on slower ones you'll have more a chance to chat – either way you'll be a friendly face with the know how to get people into the Abbey and started with their experience.

Key activities for this role:

- Providing a warm and friendly welcome to all visitors.
- Helping visitors to understand what's needed at this stage of their visit. Doing this confidently and competently.
- Using the till and card machine at the welcome desk to sell tickets, guidebooks, audio guides and more.
- Keeping up to date with what is happening in the Abbey and attending training and occasional reviews as required.
- Wearing an item of uniform and badge for identification purposes.

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

- Friendly, helpful, with a welcoming smile. Able to engage with people from all walks of life and from around the world, with confidence and politeness.
- Happy to work as part of a small, supportive team.
- Confident that, with training, you'll be able to use the till and card reader



- Can stay patiently focused on the task in hand if a queue appears and work under a small degree of pressure.
- Are open to give and receive feedback from the Visitor Experience Manager.

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 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.
- 10% discount the Abbey Shop.
- Your induction includes an optional free Tower Tour.
- 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:

Monday – Saturday 10am-12pm, 12pm-2pm, 2pm-4pm or 4pm-6pm

Sundays 1.15pm-2.45pm or 4.30pm-6.30pm.

The amount of time you spend with us 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 meeting; and safeguarding training.

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

Will Jones, Visitor Experience Manager – visits@bathabbey.org.uk – 01225 303315

