

Glastonbury Abbey

Volunteer Opportunity



Role:	Volunteer –Meet and Greet
Background:	The role of the Meet and Greet volunteer is to welcome the coach visitors when they arrive in St Dunstan’s car park, give information both about the abbey, the town, and other local sites and to help them fulfil their expectations of their visit to Glastonbury. This Volunteer role provides the first point of contact with our visitors by coach and is of great value to the abbey.
Managed by:	Meet and Greet Coordinator, Senior Retail Assistant, Head of Retail Enterprises
Working relationships:	Ticket Office Team, Living History Team, and other volunteers.
Opportunity:	Besides meeting new people this is an opportunity to: <ul style="list-style-type: none"> • Help the abbey and the town make a great first impression on visitors • Be in a public facing role that helps to engage visitors with history, and create a valuable experience. • Learn more about the abbey’s history, archaeology and architecture • Work within a beautiful historic environment • Free entry to special events.
Duties:	The main duties are: <ol style="list-style-type: none"> 1. To work with a team of volunteers in welcoming visitors to Glastonbury Town and to the abbey from the coaches in St Dunstan’s car park. 2. To explain to coach drivers and group leaders the drop off and pick up procedure. 3. To deliver a brief introduction for the groups to the abbey and Town and offer entrance discounts to the abbey and local businesses. 4. To answer questions on the area and the abbey and to be able to give directions to places of interest in Glastonbury.

What sort of person are we looking for?

Experience, knowledge and skills:	<p>Volunteers in this post will need to:</p> <ol style="list-style-type: none"> 1. Good communication, and organisational skills 2. Enthusiasm to learn about the abbey. 3. Enjoy working with the public. 4. Be willing to work with a range of staff and volunteers and be supportive to others. 5. Be calm, confident, and patient and be able to follow instructions.
Time:	<p>Three hours, morning or afternoon. 9.00-12.00 and /or 12.00.-3.00pm throughout the week. Starting April 1st finishing October 31st 2016</p>
Social activities:	<p>Volunteers receive a season ticket after a specified number of hours and also discount in the abbey shop, and café. As a volunteer you are also included in our membership scheme with access to special events/occasions at the abbey. We also hold occasional social events for volunteers throughout the year.</p>
Induction, training and support:	<p>We provide training, including training in Health and Safety procedures. A Uniform will also be provided.</p>
Safety:	<p>Volunteers need to be able to move freely throughout the abbey grounds and also be able to get on and off coaches. If you have a disability and wish to volunteer, please contact us to discuss your particular needs.</p>
Contact:	<p>If you are interested in applying or if you would like more details, please:</p> <ol style="list-style-type: none"> 1. Visit our website at: www.Glastonburyabbey.com and download an application form. <p>Please send completed forms to: volunteer@glastonburyabbey.com Or to: the Volunteer Coordinator, Glastonbury Abbey, The Abbey Gatehouse, Magdalene Street, Glastonbury Somerset, BA6 9EL</p>