

# Glastonbury Abbey

## Volunteer Opportunity



Role:	<b>Volunteer – Welcoming</b>
Background:	The role of the volunteer at the Welcome Desk is to welcome the visitor on arrival and help them fulfil their expectations of their visit to the Abbey. To give information both about the Abbey, the town, and other local sites. The Welcome Desk is a main point of contact with the public, and is also available to those staff should they need extra help. There are also some sales from the Welcome Desk. This is a varied role and of great value to the Abbey.
Managed by:	Senior Retail Assistant, Head of Retail Enterprises
Working relationships:	Ticket Office Team, Living History Team, Education Team, and other volunteers.
Opportunity:	Besides meeting new people this is an opportunity to: <ul style="list-style-type: none"> <li>• Help the Abbey make a great first impression on visitors</li> <li>• Be in a public facing role that helps to engage visitors with history, and create a valuable experience.</li> <li>• Learn more about the Abbey’s history, archaeology and architecture</li> <li>• Work within a beautiful historic environment</li> <li>• Free entry to special events.</li> </ul>
Duties:	The main duties are <ul style="list-style-type: none"> <li>- To be at the desk and give general information</li> <li>- To direct interested visitors to the Living History Guides.</li> <li>- To sell some media, such as guide book, and brass rubbing paper, to keep a record of, and tally the day sales.</li> <li>- To take the point of enquiry away from the ticket office to allow freedom of entry to visitors.</li> <li>- To keep the flow of visitors up through the museum, stopping entrances and exits from being blocked. To keep parties of schools away from the doors and</li> </ul>

	<p>directing them to suitable meeting areas</p> <ul style="list-style-type: none"> <li>- To man the gate for "group entry" when needed and to hand out language maps, and stickers.</li> <li>- Help visitors with brass rubbings if required</li> <li>- To hand out trails and prizes for the children.</li> </ul>
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<b>What sort of person are we looking for?</b>	
Experience, knowledge and skills:	<p>Volunteers in this post will need to:</p> <ol style="list-style-type: none"> <li>1. Good communication, and organisational skills</li> <li>2. Enthusiasm to learn about the Abbey.</li> <li>3. Enjoy working with the public.</li> <li>4. Be willing to work with a range of staff and volunteers and be supportive to others.</li> <li>5. Be calm, confident, patient and be able to follow instructions.</li> </ol>
Time:	Ideally you will be able to commit to three hours, mornings or afternoons.
Social activities:	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 with Abbey as well as a quarterly newsletter. We also hold occasional social events for volunteers throughout the year.
Induction, training and support:	We provide training, including training in Health and Safety procedures.
Safety:	Volunteer need to be able to move freely throughout the Abbey grounds. If you have a disability and wish to volunteer, please contact us to discuss your particular needs.
Contact:	<p>If you are interested in applying or if you would like more details on other volunteer opportunities at Glastonbury Abbey, please:</p> <ol style="list-style-type: none"> <li>1. Drop in to our Ticket Office and ask for a Volunteer Application Pack or</li> <li>2. Visit our website at: <a href="http://www.Glastonburyabbey.com">www.Glastonburyabbey.com</a> and download an application form.</li> </ol> <p>Please send completed forms to: <a href="mailto:info@glastonburyabbey.com">info@glastonburyabbey.com</a>  Or to: Volunteer Co-ordinator, Glastonbury Abbey, The Abbey Gatehouse, Magdalene Street, Glastonbury Somerset, BA6 9EL</p>

