
JARROW HALL VISITOR SERVICES VOLUNTEER

JOB TITLE	Visitor Services Volunteer
REPORTS TO	Visitor Experience and Volunteer Coordinator
LOCATION	Jarrow Hall, Church Bank, NE32 3DY

WHY WE WANT YOU

Our Visitor Service volunteers provide a warm and well-informed welcome to all Jarrow Hall visitors and work across Admissions, Shop and Reception. Visitor Services volunteers are visible and available to engage, inform and assist all visitors and play an important role in supporting income generation at Jarrow Hall through the selling and promotion of products and future events and activities. We're a small team at Jarrow Hall and our Visitor Services Volunteers have a massive impact on what we are able to achieve.

As a volunteer at Jarrow Hall you will be entitled to certain benefits in return for your time. As a key part of the team you will be expected to play a proactive and dynamic role alongside your fellow volunteers and staff to ensure that Jarrow Hall builds and maintains a reputation as one of the finest, most welcoming and best loved venues in the region and beyond.

Jarrow Hall is managed by Groundwork South and North Tyneside, and as a Community Environmental Charity, our main aim is to provide opportunities for everyone in the community to benefit improved environments.

IS THIS ROLE FOR YOU?

As a Visitor Services Volunteer, you will be able to gain valuable and rewarding customer service skills and experience in a supportive environment..

You have a brilliant opportunity to connect with all our visitors and let them know all the great work that is happening at Jarrow Hall. This role would be ideally suited to people who:

- Love talking to people and providing information, who are confident at communicating with a lot of different people and providing great customer service.
- Have previous experience or be confident to be trained in cash handling, online ticketing, sales or retail and are happy to use computerised till systems.
- Are interested in working in a heritage attraction, building their knowledge and promoting the local area.
- Take pride in offering a professional, informed and friendly welcome.
- Love working in a friendly team with other staff and volunteers

KEY TASKS

Visitor Services Volunteer Responsibilities

- Provide a friendly and polite welcome and a high standard of customer service to all visitors.
- Accurate cash handling and processing of cash and card transactions at our admissions desk and shop, using the electronic till system; encourage additional sales, events and activities to increase income generation and support the long-term sustainability of Jarrow Hall.
- Use online ticketing system to verify and manage admissions.
- Help maintain shop and reception area security, and the safety and well-being of visitors across the site.
- Respond effectively to visitor queries both face to face and over the phone.
- Direct visitors as appropriate and proactively engage with browsers; assist with the safe and efficient flow of people throughout their visit.
- Ensure the shop and reception areas are well-presented at all times, restocking merchandise and literature as required. Perform basic cleaning duties, administrative tasks and manual tasks as required.
- Assist other volunteers and staff across the site when needed.

General Volunteer Responsibilities

- Demonstrate integrity, honesty, and knowledge to promote our culture, values and mission.
- Keep up to date with events and activities on-site so you can share your knowledge with our visitors and provide a high standard of visitor welcome and care.
- Proactively engage visitors to inform, delight and encourage support as appropriate.
- Deal with any visitor issues efficiently and politely, redirecting as appropriate.
- Be an ambassador for Jarrow Hall, the local area and the UK.

Other Responsibilities

- Commit to a minimum of 1 shift per week of 4 hours or more between 09.30 and 16.30 during opening days which vary.
- Follow all instruction and policy both outlined at induction and introduced in the future.
- Undertake training and development as required across areas including but not limited to historical and site knowledge, safeguarding, health and safety.
- Any other duties as reasonably requested to fulfil the objectives of Jarrow Hall and Groundwork.

PREPARED BY:	Marco Romeo Pitone
DATE:	15/05/2021