



JARROW HALL FARM VOLUNTEER ROLE DESCRIPTION

JOB TITLE	Farm Volunteer
REPORTS TO	Volunteer Coordinator, Farm Programme Lead
LOCATION	Jarrow Hall, Church Bank, NE32 3DY

PURPOSE OF ROLE

To provide a well-informed and hospitable welcome to all visitors, being visible and available throughout their visit to engage, inform and assist them.

As part of the Jarrow Hall family you will be entitled to certain benefits in return for your time, and 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.

KEY TASKS

General Volunteer Responsibilities

- Provide a friendly and polite welcome to visitors; be a visible point of contact and signposting.
- Support the safety and wellbeing of visitors, and the smooth operation of Jarrow Hall.
- Demonstrate integrity, honesty, and knowledge to promote our culture, values and mission.
- Maintain a high level of programme knowledge, be able to clearly communicate our activities.

- Be proactively aware of what is happening during your shift and across the Jarrow Hall site.
- Maintain the highest standards of visitor welcome and care.
- Proactively engage visitors to inform, delight and encourage support as appropriate.
- Deal with any and all issues and efficiently and politely, and redirecting as appropriate.
- Discreetly and tactfully advise visitors who are in breach of Jarrow Hall policies.
- Adhere to the dress code guidelines and wear appropriate identification for visitors.
- Perform basic cleaning duties as required to ensure high standards of presentation are maintained throughout Jarrow Hall as part of a premium visitor experience.
- Conduct administrative and manual tasks as required.
- Be an ambassador for Jarrow Hall, the local area and the UK.

Farm Responsibilities

Visitor Experience

- Assist with the safe and efficient flow of people throughout their visit; ensure visitors do not touch the animals or eat on the farm, and use hand sanitiser and wash stations as required.
- Help maintain the security, safety and wellbeing of farm animals, buildings and visitors.
- Assist other volunteers and staff (including with cash and card payments) across the site during times of need as required.
- Delivery of activities with visitors across the Farm and grounds.

Grounds and maintenance

- Build, maintain and expand upon your knowledge of the Anglo-Saxon farm and village; engage with the purpose of the farm, the animals and interpretation throughout.
- Support the maintenance of the Farm, Village and ground.

Animal Welfare

- Promote high standards of animal welfare by undertaking training and supporting Jarrow Hall staff with animal welfare responsibilities.
- Support routine animal care tasks.
- Support Jarrow Hall staff with animal enrichment activities.

Other Responsibilities

- Accept a minimum of ideally 1 day shift per week (during opening times in case of public-facing activities).
- Be available to work occasional evenings to support special events and activities.
- 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 animal welfare, historical and site knowledge, safeguarding, health and safety.
- Support management in the planning and delivery of regular and special events.
- Any other duties as reasonably requested to fulfil the objectives of Jarrow Hall and Groundwork.

HEALTH & SAFETY

The post holder is required to operate in accordance with the company's Health and Safety policies and procedures and work to deliver projects in line with quality standard ISO14001.

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DATE:	10/06/2021