



Fairfax House
YORK

Volunteer Role Description

Visitor Welcome Volunteer

What is a 'Visitor Welcome Volunteer'?

Our Visitor Welcome Volunteers work with the team in the Visitor Reception to provide a warm, engaging welcome and outstanding customer care for all our visitors from their arrival at Fairfax House through to their departure. Anyone who is a part of the Visitor Welcome team at Fairfax House is the 'first face' for all our visitors and sets the tone for each visitor's experience. By helping with a varied range of activities you will contribute towards ensuring that they have a first class experience. It's a vital role that reaches well beyond orientating visitors and setting them up for a great experience.

What's in it for you?

- Becoming part of a friendly and dedicated team
- Learning about one of England's finest Georgian townhouses
- Meeting people from all walks of life and making new friends
- Fine tuning your excellent communication skills
- Learning new and useful skills
- Personal satisfaction since you have the opportunity to make a real difference to our visitors' experiences
- Volunteering in a beautiful historic environment
- Enjoying new experiences and enjoying a variety of roles
- Discovering new things about you and what you can do

What's involved?

- You don't need any specific knowledge beforehand, just a passion to inform, inspire and delight the thousands of people who visit this property each year.
- Greeting visitors on arrival and providing a warm, friendly and informed welcome (and goodbye) to all visitors as the public face of Fairfax House.
- Providing introductory information about the house, tours and temporary exhibitions as well as recommending special events and activities available.
- Being available from 10.00am till 12.00, or 12.00 till 3.00pm, on your day of volunteering.
- Assisting with visitor enquiries into all aspects of Fairfax House.
- Encouraging visitors to consider becoming a Friend of Fairfax House, and making them aware of its advantages.

- Being happy and confident in talking to our visitors and members of the public.
- Being on your feet (with breaks!) for half a day, so physically fit.
- Championing and promoting the work Fairfax House and explaining the benefits of becoming a Friend of Fairfax House.
- Welcoming families by talking to children as well as adults, and promoting the House Mascot – Gregory the Townhouse Mouse - and his children's trail and quest.
- Distribute Visitor Surveys to receive important feedback on how we can improve Fairfax House for our visitors.
- Recognising and supporting the specific access needs of all our visitors.
- Supporting any other activities relevant to the role - there may be other activities where we could use your help.

This role will suit people who... are not afraid to talk to people. You will be happy to be part of a small and close-knit team, and provide a genuine and friendly first impression of Fairfax House.

You will also ...

- Be proud to represent Fairfax House
- Be keen to learn new skills
- Be a good communicator or want to be good communicators
- Be friendly, cheerful and have a positive outlook
- Enjoy providing excellent service
- Like rising to meet a challenge
- Be able to adapt your skills and knowledge to suit different situations
- Have a passion for helping people
- Feel confident in promoting the benefits of Friends of Fairfax House membership and help support the team in recruiting new members at every opportunity.

Extra information

Time commitment

3 hours per shift: once a week or fortnight, or more if you can. Weekends and Bank Holidays especially. Our rota is done 4 weeks in advance so you'll have plenty of notice when volunteer hours are available on days that work for you.

Staff Contact: House Steward

What you need to wear

We ask our volunteers to be well-presented in a casual but smart appearance that is appropriate to being an ambassador for Fairfax House. You will be mostly on your feet, however, so comfortable shoes are a must.

Training/Resources

All new volunteers will receive have a two-part induction session (4 hours total) with the House Steward and Senior Guide to help prepare them for the role.

- **Part 1** will be about familiarising you with site, providing you with background information and equipping you with useful introductory knowledge of the property's history and key characters.
- **Part 2** will focus on introducing the tasks of the role and providing practical details. It will include elementary customer service training and key health and safety information.

Visitor Welcome Volunteers will also be given a copy of the *Volunteer Handbook* which contains lots of practical information and helpful detail.

In addition, it is recommended that new volunteers consider going on one of the House's regular history tours, read the House Guide Book and attend the twice-yearly Volunteer meetings to further their knowledge and development.

This role is purely voluntary and does not create a legally binding arrangement or employment contract.