



## Role Description – Meet & Greet Volunteer

### **Overview**

Encompassing 3,000 acres which includes gardens, woodland, parkland, Castle, playground and walking and cycle trails, Grimsthorpe is an excellent place for a fun-filled day out. With so much to do here, visitors will benefit from a friendly face to direct them, answer questions and generally help them to make full use of the estate and all it has to offer.

This role is a wonderful opportunity to spend time outdoors, meet new people and keep active.

### **What will I be doing?**

As a Meet & Greet Volunteer, you will be expected to:

- Learn about both the current set up and history of the Castle and estate in general, as well as the location of all visitor facilities and their operational times
- Provide a warm and friendly welcome to all visitors to Grimsthorpe
- Direct visitors to various part of the estate
- Drive less able visitors in our electric buggy from the Ticket Hut to the gardens and vice versa
- Answer any questions visitors may have
- The chance to carry out coach tours of the wider estate for pre-booked groups
- Have the opportunity to help out during some events, liaising with the Events and Marketing Lead
- Inform visitors of any events or closures taking place on the estate
- Use radios to communicate with other staff and volunteers
- Assist Ticket Hut and Gift Shop staff during busy periods
- Maintain a level of visitor supervision whilst assisting with the security and safety of the estate and visitors, including evacuation

### **Covid-19 considerations**

- Remind visitors to keep to the current government guidelines in controlling Covid-19, e.g. wearing masks indoors and social distancing

### **How much time will I be expected to give to this role?**

We need Meet & Greet volunteers between 10.30am and 5pm on Sundays and Thursdays in April, and on Sundays – Thursdays between May and September inclusive. There is also opportunity to work during October half term when we reopen to the public for one week.

We would hope that volunteers could work at least one or two days per month, however this is not mandatory so please do get in touch no matter what time you could give!

*Grimsthorpe & Drummond Castle Trust Ltd.*

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### **What skills, qualities and training do I need?**

We are looking for volunteers who have an interest in meeting new people, history, country estates, gardens and/or art who are friendly, approachable and communicative to greet visitors and provide a warm welcome for them. A clean driving licence is preferred but not essential. It is preferable that you are not afraid of dogs, as we have many visiting the estate with their owners. You will learn new skills throughout your time volunteering with us. Any formal training that might be needed for this role will be offered and delivered by Grimsthorpe.

### **What support and training is offered for this role?**

You will have a designated supervisor for your role who will support you during your training, and will have regular but informal progress check-ins with them. You will have a progress sheet to help you and your supervisor track your volunteering journey. You will also have opportunities to provide feedback and make suggestions.

We will ask you on application if you have any support needs, and will discuss this with you before you start so that we can make sure your volunteering experience with us is a positive and rewarding one. Please see our FAQs for more information on support.

We will never ask you to do anything that you feel you are not ready to take on, and you will not be left alone in your role until you are ready.

You will receive training in:

- Health and safety
- Fire evacuation procedure
- Using the radios
- Driving the electric buggy
- Covid-19 procedure
- Role-specific training with relevant staff

### **What are the benefits of volunteering for this particular role?**

Being a Meet & Greet Volunteer will give you the chance to increase your confidence, as talking to new people will be the principle part of this role. Communication, interpersonal and team working skills can all be gained in this role, and the chance to spend time outdoors keeping fairly active. You will be able to learn some local history, as well as make new friends with other staff and volunteers, all whilst making a positive contribution to a visitor's day out.

Overall, this role is perfect for those wanting to give something back to their local community and to heritage, which relies on passionate and dedicated people to preserve it for future generations. For more information about how volunteering can benefit you, please see our FAQs.