



## **Visitor Welcome Volunteer – Role Summary**

From the moment that visitors step through the door you will provide a warm welcome and ensure that their visit is enjoyable and stimulating. You might be assisting with our interactive VR technology, guiding people through the different rooms, or focusing on a particular artefact.

There's over 700 years of history to share with visitors, as well as a brand new programme of events and exhibitions, making your role exciting and varied.

## **What's Involved?**

- Meeting and greeting members of the public and explaining how their visit will work
- Actively promoting our facilities, events and exhibitions
- Understanding and explaining the history of the building, including the Guildhall Transformation project
- Ensuring that our standards of presentation are high and keeping a close eye out for any issues to relay to members of staff
- Optionally, you may also wish to assist with seasonal and cultural events

## **This role will suit you if you are...**

- Interested and enthusiastic about St Mary's Guildhall and local history generally
- A confident speaker with an ability to deliver information to individuals and large groups
- Passionate about working with all sections of the community and providing additional support to visitors who may need it
- Able to work well as part of a team of staff and volunteers

## Additional Information

**Timings:** Ideally a fixed half-day or day per week, to assist us with planning. Availability at weekends is particularly welcome

**Training:** You will receive guidance on conducting tours, assisting with activities and greeting visitors from the front-of-house staff

**Expenses:** Travel expenses will be covered up to a maximum of £10 per session. Volunteer benefits include free entry to the guildhall, including for days that you are not volunteering

## About St Mary's Guildhall

First built in 1342, the guildhall is one of the finest examples in the country, and has acted as a council meeting place, soup kitchen and dance hall over the centuries. Each room is packed with interesting artefacts and stories, from the sloping floor of the Ante Room to the majestic medieval tapestry in the Great Hall. Through tours and interactive activities we allow visitors to share a part in this history.

To apply for this role, please complete our Expression of Interest form on the following page.



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Local Enterprise Partnership



## Volunteering at St Mary's Guildhall – Expression of Interest Form

Forename: \_\_\_\_\_ Surname: \_\_\_\_\_ Title \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Post Code: \_\_\_\_\_

Email Address: \_\_\_\_\_

Mobile No: \_\_\_\_\_ D.O.B: \_\_\_\_\_

### Volunteer role you are applying for (please circle one):

Visitor Welcome / Learning & Engagement / Photographer / Historical Blogger

In the space below, please explain why you are interested in this role, and include any relevant experience you may have.

### Reference Details

Please provide the details of one referee, who we may contact after your volunteer interview. This person could be somebody that you have worked or volunteered for, or they could be a university/college tutor.

Name of referee: \_\_\_\_\_

Relationship to you (e.g. tutor, manager): \_\_\_\_\_

Organisation: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone number: \_\_\_\_\_

Please return this form to the Volunteer Co-ordinator, by email to

[frankierhodes@noordinaryhospitality.com](mailto:frankierhodes@noordinaryhospitality.com) or by hand/post to St Mary's Guildhall, Bayley

Lane, Coventry CV1 5RN