

## Volunteer Role Profile: Welcomer

### About this role:

Welcomers support the Abbey outside our front doors, where visitors arrive hoping to use the church for worship, reflection, or exploration as tourists. Operating alongside our Visitor Experience Assistant staff, you'll welcome people to the Abbey, advising them about their options for visiting, or guiding them to the Chapels to pray. Your positivity and support will help our visitors get the most out of their time at the Abbey.

Your presence will allow the team on the Welcome Desks to process visitors as efficiently as possible, reducing wait times, providing clarity and a smoother experience overall. You will be an easily identifiable representative of the Abbey for the public.

This can be a fast-paced role at times, but there is often plenty time to chat to our visitors – either way, you'll be a friendly face with the know-how to get people into the Abbey and started with their experience.

### What we offer our volunteers:

- Use of volunteer and staff rooms, with FREE hot drinks and biscuits available every day.
- Travel expenses paid in line with our Volunteer Expenses Policy.
- 10% discount in the Abbey Shop.
- 1-year FREE membership to the Friends of Bath Abbey.
- An optional FREE Tower Tour as part of your induction.
  
- Annual parties and social events as part of the wider Bath Abbey Volunteer Community.
- Invitations to preview a selection of new events and exhibitions at the Abbey.
- Free tours and activities at other heritage sites in Bath.
- Discounted tickets for some events.
  
- An inclusive and supportive recruitment process, with all requests for reasonable adjustment accommodated to the best of our ability.
- Ongoing support and mentorship from your Volunteer Supervisor.
- The ability to independently manage your data and shifts through our volunteer software, Better Impact. You can download an app, log on using an internet browser, or liaise with the Visitor Experience Officers.
  
- A beautiful and tranquil place to be a part of, in a bustling heritage city.
- The opportunity to gain new skills or to use the ones you already have, including other languages.
- A wide range of people from all over the world to meet and greet.
- Plenty of laughs, smiles, and interesting conversations with visitors and colleagues alike.
- A supportive and friendly team to work with.
- A sense of 'a task well done' as you go home for the day. You will have helped us to carry out our mission, as well as maintaining the Abbey building for future generations.

### Time commitment:

The Abbey is open for visiting every day of the week. Volunteering slots are available:

Monday to Saturday: 10am - 5pm

Sundays: 1.15pm - 2.45pm and 4.30pm-6.30pm

The amount of time you spend with us can be as flexible as you need, but we would advise a commitment of at least one session every two weeks at the start of your volunteering role to allow you to settle into the team as well as possible. Please discuss your preferred schedule at the initial informal meeting with your Volunteer Supervisor.

### **Key activities for this role:**

- Providing a warm and friendly welcome to all visitors.
- Patiently helping visitors to understand the options available during their visit.
- Accurately conveying service times, accessibility information, and ticket options to all visitors on request.
- Advising visitors how to access key areas of the building, including directions to prayer chapels.
- Confidently and calmly referring visitors to the Duty Manger or a Visitor Experience Assistant for more complex requirements or more challenging interactions.
- Keeping up to date with what is happening in the Abbey by reading our weekly team email updates.
- Attending essential meetings and training when required.
- Adhering to the Visitor Experience Volunteer Uniform policy when onsite performing your role.

### **This role would suit people with the following characteristics/skills:**

- Friendly, helpful, with a welcoming smile.
- Able to engage with people from all walks of life and across the world, with confidence and politeness.
- Happy to work as part of a small, supportive team.
- Enjoys spending time outside.
- Can stay patiently focused on the task in hand if a queue appears and work under a small degree of pressure.
- Are open to give and receive feedback from the Visitor Experience Manager or Visitor Experience Officers.

### **Application procedure:**

1. Application form (online or in person)
2. Informal meeting with your Volunteer Supervisor (Christina Dixon), including tour of Abbey (in person)
3. Safeguarding training & two character-references.

### **Induction and Training:**

1. At least three shadow shifts must be completed before your induction can be signed off. These will be arranged to suit your availability and preference, but ideally will all be completed within one month.
2. One-to-one training sessions with your Volunteer Supervisor, covering all required aspects of the role, Bath Abbey policies, and use of Better Impact. These can be completed alongside your shadow shifts.
3. Induction Sign-off Meeting with your Volunteer Supervisor to discuss progress so far, identify any areas for further support or interest, and agree if/when you are ready to progress volunteering independently.

To fulfil the requirements of the role confidently and safely, attendance at required training is essential. We will make all reasonable efforts to accommodate diary conflicts and provide resources and facilities in which to complete the training

### **About Bath Abbey:**

Bath Abbey has been a site of Christian worship in the heart of the City of Bath for over 1000 years. It is an active Parish Church holding over 1000 services a year. Three different churches have stood on the site: a Saxon monastery, a Norman Cathedral, and the present Medieval Abbey. Edgar, the first King of all England, was crowned at the Abbey in Bath in 973. The Abbey continues to be a significant site, visited by almost 500,000 people a year.

### **For further information, or to discuss your interest in this role, please contact:**

Christina Dixon, Visitor Experience Officer & Volunteer Supervisor – [cdixon@bathabbey.org.uk](mailto:cdixon@bathabbey.org.uk)  
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