

## Volunteer Role Description

### Welcome volunteer

Westonbirt's historic Victorian landscape and internationally important tree and shrub collection is managed by the Forestry Commission and attracts thousands of visitors each year – welcome volunteers are a key element of our visitor services team in helping everyone to get the very best from their time with us. This busy, varied and fulfilling role welcomes visitors to the arboretum and helps them to enjoy a memorable day out.

#### When

The welcome desk is open every day 10am-4pm\* plus 15 minutes either end of the day for opening/closing the desk, we ask for two days per month with additional help welcomed during particularly busy periods.

\*1 December to 28 February 10am-3.30pm, closed 24 & 25 December.

#### What's involved?

- ✧ Providing excellent customer service in and around the Welcome Building.
- ✧ Advising seasonal highlights, trail routes, signature events, and answering queries.
- ✧ Promoting membership and processing subscriptions.
- ✧ Communicating confidently with people both face-to-face and via telephone/on-site radio.
- ✧ Using the computer for relevant information.
- ✧ Taking bookings for mobility scooters/wheelchairs and safely issuing to visitors.
- ✧ Keeping information exhibits tidy and showing people how to use them.
- ✧ Staying calm and focused when dealing with lots of people during peak periods.

#### We'd like you to be

A people-person with a warm welcoming style who can communicate with all kinds of visitors, have a sound grasp of figures, good attention to detail, and use computers confidently, whilst also being reliable, positive, patient, and keen to share your enthusiasm for the arboretum with others.

#### We will

- ✧ Provide 3-days of new starter training from **Tuesday 4 – Thursday 6 April** inclusive followed by 'hands-on' training at the welcome desk with experienced volunteers on hand to help and provide guidance.
- ✧ Pay a contribution to the cost of volunteering travel.
- ✧ Help you to complete the required Disclosure and Barring System checks (DBS).

#### Please send your application to us

By **20 March 2017** either via email to [cheryl.pearson@forestry.gsi.gov.uk](mailto:cheryl.pearson@forestry.gsi.gov.uk) or by post to Cheryl Pearson, Westonbirt, The National Arboretum, Tetbury GL8 8QS

[www.forestry.gov.uk/westonbirt-volunteering](http://www.forestry.gov.uk/westonbirt-volunteering)