**Volunteer Visitor Assistant - Role Description**

**Purpose of role**

We are looking for volunteers to enhance the visitor welcome and experience. Your role will be making visitors feel welcome and ensuring their visit is friendly, enjoyable and safe. You will develop a good knowledge of the cemetery and its environs enabling visitors to receive accurate and relevant information to enhance their visit.

Many volunteers use this role as a way of learning about the cemetery, with a view to becoming a guide in due course. We are more than happy for you to do this if you feel you would like to. Equally many other Visitor Assistants remain as Visitor Assistants and that is wonderful also.

**Organisational position**

Reporting directly to the Volunteering Manager

**Key responsibilities**

* Promote the cemetery to visitors, ensuring that everyone receives the warmest welcome and exemplary service
* Maintain a strong team atmosphere, by injecting enthusiasm and promoting a harmonious friendly climate
* Comply with the cemetery’s Health and Safety policy and any policies set out to ensure the safety and welfare of visitors, staff and volunteers

**On rotation**

* Sell tickets and merchandise at the entrance desks
* Act as a meet and greeter at the gates and a source of knowledge and reference point for all visitors
* Assisting with regular checks on the toilet facilities throughout the day
* Assist cemetery staff in any other relevant duties and tasks

**What we are looking for in our volunteers**

* Enthusiasm for learning about the Cemetery and those interred here
* Excellent communication and listening skills
* Cash handling skills
* Reliability and good time-keeping
* Presentable and professional
* Ability to demonstrate a commitment to deliver excellent customer service - training will be provided
* A flexible approach to working as part of a team
* Ability to remain mobile and stand for up to 2 hours at a time as some of your volunteering will be outdoors

**What's in it for you?**

* The opportunity to develop your knowledge of history and culture
* Experience of working as part of a busy heritage site
* Experience of working with the general public
* Experience of working as part of a team
* Development of customer service and organisational skills
* Development of communication skills

**Time Commitment**

Morning or afternoon shifts are available throughout the week and at weekends. Ideally we would be looking for volunteers able to commit an average of one shift every fortnight, but we can be flexible on this.

**Expenses**

Travel will be reimbursed up to a limit of £10 per return journey

**To apply**

Complete our [Volunteer Application Form](http://highgatecemetery.org/uploads/Volunteer_application_form.pdf)