

Volunteering at **JANE AUSTEN'S HOUSE**

Visitor Welcomer Role Description



About this role

An exciting and engaging role. Be a real storyteller, who will set the scene for our visitors, our Visitor Welcomer Volunteers shine a light on the history of Jane Austen's House, offering an engaging welcome and informative 10-minute-talks. This fun role really shapes the experience and creates a warm, welcoming atmosphere

What's Involved?

- Delivering short, engaging 10-minute-talks (scripted)
- Learning about Jane Austen, her life at Jane Austen's House, and her writing.
- Helping visitors to discover more and enjoy their day
- Promoting fun family activities
- Thinking about the needs of all visitors, including disabled people and families.
- Showing visitors the safest routes out of the building in an emergency
- Helping visitors to understand the role of JAH in Jane Austen's creative life
- Helping visitors to understand that JAH is a charity and that their visit supports the museum
- Getting to know health and safety and evacuation procedures
- Following the JAH code of conduct

How much time would you need to give?

At least one morning or afternoon shift a month.

Some of our volunteers do a regular weekly or fortnightly shift, while others fill in gaps in the rota each month.

Each shift is 2½ hours

This role will suit you if you....

- Enjoy meeting and talking with new people
- Love creating a friendly and welcoming atmosphere
- Enjoy being part of a busy, lively, and supportive team.
- Are full of enthusiasm and hope to inspire visitors of all ages.
- Love Jane Austen! (This is actually not essential, but having a strong interest in English Literature, the Regency period or sharing stories from the past is important. You will pick up lots of facts and information through volunteering).
- Are available at least once a month.
- Want to gain experience working in museums or would like to build confidence

Things to know....

- This role is seasonal, mainly focusing on May to September
- Visitor Welcomers are based in the alcove, just as our visitors enter the site
- The role requires you to be on your feet! There may not be an opportunity to sit down, so we have made the shifts shorter, at 2 ½ hours
- This role does require giving short 10 min talks, which are scripted but we would love you to give them your own flare!
- This role would best suit volunteers who already have some house stewarding experience
- Visitor Welcomers are required to be able to assist staff in evacuating the site in an emergency

How to apply

If this sounds like the right volunteer role for you, we would love to hear from you.

We ask all new volunteers to fill in a brief application to tell us a little bit more about you and why you think this role is suitable for you.

Please send completed applications, or if you have any questions, please contact our Head of Commercial & Visitor Experience

susan.rayner@janeaustens.house

Thank you