



## **JOB DESCRIPTION**

### **WELCOME DESK VOLUNTEER**

Painswick Rococo Garden is a quirky and fascinating place nestled in a hidden valley just outside Painswick. Designed in the 1740s as a fanciful pleasure garden for the owner of Painswick House and his guests, today it's a place to roam free, enjoy nature and take in the spectacular views and magical follies. It is especially famous for its snowdrop display but remains busy throughout the year with displays of hellebores, daffodils and tulips and a large and productive kitchen garden. It is the only complete surviving garden of its time left in Britain and is enjoyed by young and old alike, with a growing number of Friends who join as regular supporters. RHS and Historic Houses members are also welcomed. The kitchen garden provides produce which is made into jams, chutneys and beer, all sold in the shop along with other locally-sourced produce and a selection of gift items and plants. There is a café which serves drinks and light refreshments. Events and weddings are hosted principally during the summer months.

### **WHAT IS THE ROLE?**

You will be the first point of contact for all visitors to the Garden, meeting and greeting them in a consistently warm and friendly manner and answering their many and varied questions.

You will operate our straightforward till system and sell admission tickets and items from the shop.

You will sell Friends Memberships and log Historic Houses members on a simple app.

You will work with café staff to take payment for drinks and cakes.

During quiet periods you will tidy the shop, price stock and carry out other administrative tasks required on the Welcome Desk.

**Please note:** You will receive full training from Garden staff and volunteers.

### **WHAT'S IN IT FOR YOU?**

You will join a friendly, dedicated and dynamic team of volunteers and Garden staff.

You will meet a wide range of visitors and make them feel welcome.

You will have access to a unique Garden and the joys it has to offer.

### **Previous volunteers have said:**

*"I've loved volunteering at the gardens and hope that I can again at some point in the future!"*

*"I want to thank you and the other volunteers for all you have done to make my time volunteering at the gardens so special and enjoyable."*

## **SKILLS**

An ability to communicate in a warm, friendly and effective manner.

An ability to remain calm under gentle pressure.

An ability to operate a simple till system and attention to detail when taking payment.

**Please note:** All payment is currently contactless.

Not being phased by random questions.

## **TERMS**

Free entry to the Garden with one additional visitor.

20% discount on shop items and plants.

This role is purely voluntary, and this arrangement is not meant to be a legally binding one, nor an employment contract.

## **TIME COMMITMENT**

A half day shift (either 9.45-12.45 or 12.45-3.45) ideally minimum of once a fortnight.

## **STAFF CONTACT**

Caro Birtles, Welcome Desk Coordinator

Dominic Hamilton, Garden Director

Duty Manager - day-to-day management when Garden Director not on site.

## **PLEASE NOTE: CORONAVIRUS SECURITY**

Our tills have been adapted to meet the requirements of Covid 19 and are located so that visitors can remain mainly outside. Masks are required, there are Perspex barriers between volunteers and customers and hand sanitiser is available. All visitors have to book online so that visitor numbers are restricted allowing for social distancing. They are also required to log their details in line with the Government Test and Trace guidance. All payment is contactless. The visitor facilities have been inspected and approved as "Covid secure" by the local authority and the Garden is verified as one of VisitEngland's "Good to Go" visitor attractions.

If you have any questions or would like to volunteer please contact [caro.birtles@rococogarden.org.uk](mailto:caro.birtles@rococogarden.org.uk) We would love to hear from you.

*Caro Birtles*

*Reviewed & updated 23<sup>rd</sup> April 2021*