



Volunteer Role Profile

Welcome Desk Volunteer

Welcome desk volunteers give a warm welcome to everyone who visits Painswick Rococo Garden. They create a friendly first impression, setting visitors up with the information they need for a great day, and they sell tickets and items from the shop. If you love meeting new people and making them feel at home, this could be for you!

Where is it based?

Painswick Rococo Garden is quirky and unique. Designed in the 1740s as a fanciful pleasure garden for Benjamin Hyett and his guests, today it's a place to roam free, enjoy nature and take in the spectacular views and magical follies. It's especially famous for its snowdrop display but remains busy throughout the year with seasonal planting, family trails, open air theatre and more. The kitchen garden provides produce which is made into jams, chutneys and beer, all sold in the shop along with other locally sourced gifts. There is a café which serves light lunches, drinks and cakes.

What is the role?

- You'll be the first point of contact for all visitors to the garden, meeting and greeting them in a consistently warm and friendly way.
- You'll answer their many and varied questions in order to give them the best possible experience.
- You'll operate our till system and sell admission tickets and items from the shop.
- You'll sell Friends Memberships and log Historic Houses members on a simple app.
- During quiet periods you will tidy the shop and carry out other administrative tasks required on the Welcome Desk.
- You will receive full training from the Welcome Desk Coordinator.

What in it for you?

- You'll join a friendly, dedicated and dynamic team of volunteers and staff, helping to support our small charity.
- You'll meet a wide range of visitors from all over the world and make them feel welcome.
- You'll become part of the friendly Welcome Desk team, which has regular get togethers.
- You'll receive free entry to the garden with one additional visitor during normal opening times.
- You'll have a 20% discount on shop and cafe items.

This role will suit you if you're someone who:

- loves chatting to people and making them feel welcome
- enjoys working as part of a team
- would like to use their communication skills to make visitors feel happy and informed
- enjoys working in a busy environment and is able to remain calm under gentle pressure
- is able to learn to operate a simple till system
- has good attention to detail

Time commitment

A half-day shift (either 9.45-1.15 or 1.00-4.30) ideally a minimum of once a fortnight.

Staff contacts

Tracey Anderson, Welcome Desk Coordinator

Ineke Tijsma-Cooper, Membership & Volunteer Co-ordinator

Amy Taylor, Garden Director

Duty Manager

Please note:

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

Caro Birtles

Reviewed & updated July 2025