



National
Trust

Volunteer Role Description Meeter and Greeter

What is a 'Meeter and Greeter'?

'Meeter and Greeters' provide a warm welcome for all visitors, answer any immediate questions, help them to orientate themselves and generally give them the information they need to ensure they have a comfortable, enjoyable and memorable visit. As a 'Meeter and Greeter', you will operate in front of the ticketing area and will be the first point of contact for visitors. Besides providing an informative and cheerful welcome you will also offer practical advice and hand out leaflets and notices. The ideal volunteer will enjoy talking to others, have the confidence to manage a queue in a friendly and helpful way, and be keen to help achieve our ambition of providing all visitors with an experience which they rate as 'very enjoyable'.

What's in it for you?

- Becoming part of a friendly and dedicated team
- Working in attractive surroundings
- Meeting people from all walks of life and making new friends
- Improving your communication skills
- Enjoying new experiences and learning something new every day
- Great personal satisfaction, since you have the opportunity to make a real difference to our visitors' experience

What's involved?

- Providing a warm, friendly welcome (and goodbye) to all visitors as the public face of the place and the National Trust as a charity
- Developing a good knowledge of the individual place, its stories and what it is has to offer throughout that day, so that all visitors receive accurate and relevant information to enhance their visit
- Welcoming families by talking to children as well as adults and becoming fully conversant with the activities which are available for our younger visitors. Being the main point of contact for the children's check-in area.

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract

- Assisting our older, disabled or infirm visitors with the process of using the Personal Mobility Vehicles.
- Recognising the specific needs of all our visitors, including by visiting segment (for example 'explorer families' 'curious minds') and by – for instance – their special access needs.
- Understanding and communicating key messages by reading the weekly newsletter for the place where you work.
- Fast-tracking NT members through the ticketing process at peak times.
- Becoming familiar with and then following the National Trust's Health and Safety Policy at all times
- There may be other activities where we could use your help, for example, encouraging visitors to complete comment cards and visitor surveys, and welcoming coach parties.

This role will suit people who... enjoy meeting new people, are confident and outgoing, have excellent communication skills, enjoy working in a team environment and like helping others.

Extra information

Your place	Blickling, Norfolk
Time commitment	From one day per week, depending on the time you are able to commit. The busiest times tend to be Bank Holidays and weekends, but support is often needed on other days too.
Volunteer Manager	Carole Davidson
Tel	01263 738007
Email	Carole.davidson@nationaltrust.org.uk
Staff Contact	Jo Bosch
(if different)	Visitor Reception Manager
Tel	01263 738003
Email	Joanne.bosch@nationaltrust.org.uk
What you need to wear/ bring	Smart/casual clothing and comfortable footwear.
Training/Resources	You will receive 'on-the-job' training from the Visitor Reception Manager and the support of an assigned Visitor Reception Assistant.
Expenses	Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses agreed in advance

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About the National Trust

As Europe's largest conservation charity, we help everyone across England, Wales and Northern Ireland enjoy all sorts of very special places for ever, for everyone. Become part of our fascinating story – volunteer.

About Blickling

Blickling Hall has been at the heart of this North Norfolk community for centuries.

One of the most imposing and majestic stately homes in Norfolk, it offers visitors a glimpse into what it was like to live in a country house in the carefree days before the outbreak of war.

Visitors will embark on a voyage of discovery and follow four centuries of history, from the Boleyn family to the RAF and Second World War.

They will learn what life was like as a servant and hear the stories of the real people who kept Blickling going. They also have the opportunity to explore the Long Gallery, which holds the most important book collection in the National Trust.

The estate is a treasure trove of romantic buildings, beautiful and extensive gardens and landscape park. From 400-year-old yew hedges and historic trees, to a hidden pyramid and glistening lake, there is something for staff, volunteers and visitors alike to enjoy throughout the year.

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