

VOLUNTEER ROLE AT JERSEY HERITAGE



Visitor Hosts

Jersey Heritage uses a team of Volunteer Visitor Hosts who, working alongside Jersey Heritage staff at Jersey's Museums and Castles, play a key role in helping to deliver excellent visitor care. The main function of this role is "meet and greet", to make visitors feel welcome and to offer help and information to enhance their enjoyment and help make the most of their visit to Jersey Museum, La Hougue Bie, Elizabeth Castle and Mont Orgueil.

No formal skills are required but a Visitor Host will need to feel comfortable approaching people and starting conversations, have strong interpersonal and communication skills, be able to work as part of a team and, ideally, have some knowledge of the Island's heritage and the role of Jersey Heritage.

Training will explain what Jersey Heritage is about, what we offer visitors, and customer care. A minimum of approximately three hours commitment per week is required from each Volunteer Host, e.g. working a session from 10am to 1pm or 1.30pm to 4.30pm. We are particularly keen to recruit Visitor Hosts to volunteer at weekends. Trainee Hosts are encouraged to visit as many Jersey Heritage sites as possible in preparation for the role.

Hosts will wear a dark blue Jersey Heritage T shirt and carry an Information Bag.

The main requirements: a friendly and courteous nature and an enthusiasm for Jersey's heritage, history and culture. Working closely with and supporting the paid front of house staff, enabling them to concentrate on ticket and shop sales, the main purpose of the Visitor Host is to:

- Welcome people on-site and offer help and information to enhance their visit
- Inform visitors about the site highlights – exhibitions, displays, Living History etc. – what facilities are on site (toilets, café, baby changing) and where
- Inform visitors about other Jersey Heritage sites, encouraging people to visit them
- Inform local visitors about the Jersey Heritage Membership scheme and inform holiday makers about The Jersey Heritage Pass – costs and benefits