



York Archaeological Trust Volunteer Role Description

JORVIK Greeter	
Purpose of the Role	To help us deliver a high level of customer service to visitors to the JORVIK Viking Centre by assisting with the care of visitors in the queue for the centre.
Main Duties	<p>Greeting visitors in the queue to act as a welcoming host to answer any questions and keep visitors happy and well attended to.</p> <p>Assisting to process booking information by handling appropriate information to the booking desk.</p>
Optional Additional Duties	Assisting with children's craft activities.
Skills	<p>To be happy and welcoming when talking to a wide range of people even during busy periods or with unhappy customers.</p> <p>To be happy to work in a team.</p> <p>To have an interest in JORVIK and history.</p>
Person you can report to.	Helen Williams – the Volunteer and Placement Coordinator will act as your main point of contact. The Front-of-House Managers will be your day-to-day point of coordination.
Induction and Training	<p>You will have a training session before your volunteering and an initial induction on your first day of volunteering. Where possible, it is useful if volunteers can undertake an initial block of volunteering over 2-3 days to assist with their training and induction.</p> <p>Following this you will undertake a three month induction period. After this the Volunteer and Placement Coordinator will meet with you to check you and the Trust are happy with how things are going.</p>
Hours	Usual hours are a full day or half day at least once a week. The position is available throughout the year but with more posts during school holiday periods.
Uniform	A pair of smart dark trousers/skirt and a JORVIK shirt (the shirt will be provided) and smart shoes.