**Volunteer role: Front of House Visitor Welcome**

**Role description**

If you like talking to people, being outside and working with others we want you to join our team.

We are currently recruiting a new front of house team to enhance our visitor experience, welcome people, uphold our Health and Safety policy and maintain customer records.

The team supports farm staff to deliver the visitor experience, welcoming people safely, and reporting incidents to farm staff.

In time we hope to grow this team to open up learning opportunities across the farm site and find more ways for visitors to take part in hands-on activities.

**Time commitment: 3.5 hr shifts**

* Currently Thursdays to Saturdays, 10.30 till 2pm or 1.30 till 4pm
* Sundays 11.30 till 3pm

**Responsibilities**

1.Warmly welcome all farm visitors, opening the gate and checking booking details.

2.Brief all visitors on keeping safe and ensure the Health and Safety Policy is upheld.

3.Maintain accurate records of cancellations etc.

4.Work within all farm policies, reporting any concerns (for example maintenance issues or visitor incidents) to farm staff in a timely manner.

5.Follow cash handling procedures including accepting and keeping a record of donations.

**Approach, knowledge and skills**

* Passion for animals, gardens and the natural world
* Able to connect with people of all backgrounds without prejudice
* Knowledge of local area and able to respond to visitor queries
* Understanding of need to keep accurate records (cash handling experience desirable)
* Confident upholding farm policies including Health and Safety and Safeguarding.

**Get in touch**

If you would like to support the farm in this way and are able to commit to a regular shift we would love to hear from you.

Please email volunteering[@ktcityfarm.org.uk](mailto:eira@ktcityfarm.org.uk) sharing your interest in the farm, responding to this role description and outlining your availability.