

Volunteer Role Profile



Volunteer Role

Visitor Experience Assistant: Youth Volunteer Project

Volunteer Manager

Visitor Experience Manager

Where you will be based

Visitor Centre

Why we want you

Abbotsford welcomes over 40,000 visitors a year from all over the world. We have been a world-famous visitor attraction since Sir Walter Scott died in 1832. Taken over by a charitable trust in 2007, our mission is to care for his house, estate and collection and share his legacy with the world.

We are looking for volunteers to join our Visitor Services Team as part of our Youth Volunteer project. This is an exciting opportunity to assist with and learn about the visitor experience in both our Visitor Centre and Historic House. From selling tickets to issuing audio guides, you will be involved in the entire visitor experience.

We are looking for enthusiastic volunteers looking to learn new skills and bring their own ideas to Abbotsford.

What you will be doing

- Developing an understanding of how the visitor experience at a five star visitor attraction is managed
- Assisting in the Visitor Centre and in the Historic House. Greeting visitors, processing ticket sales, orientating visitors, assisting with audio guides
- Building skills in customer service, communication, use of booking systems/tills
- Gaining experience working in a heritage environment for an award winning visitor attraction

The skills you need

- An enthusiasm to learn
- An approachable friendly attitude
- A practical approach to carrying out tasks
- An interest in getting to know more about The Abbotsford Trust and Sir Walter Scott
- An ability to communicate clearly
- A willingness to communicate with a wide variety of people

What's in it for you

- The opportunity to develop a range of customer service skills

- Gain confidence in a work environment
- Contribute to the work of an award winning visitor attraction
- Work towards the Saltire Award, a national program to recognise young volunteer contribution
- Be part of a small friendly team
- Get invites to volunteer social events
- Get discounts in our café and shop
- Travel expenses will be reimbursed (conditions apply)
- Use of ASVA cards to visit other attractions

Disclaimer

This role mostly requires volunteers to come to Abbotsford with the potential for some smaller tasks that could be done remotely.