



Carmarthenshire
Heritage Regeneration Trust

Introduction to Plas Llanelly House

The development and restoration plans for Plas Llanelly House has been in existence since the 1990's when Llanelli Town Council purchased the then vacant 18th C Georgian property. The Carmarthenshire Heritage Regeneration Trust (CHRT) became involved in the late 1990's and worked to acquire the lease from the Council and to raise the nearly £7m needed to purchase, design, plan, restore, and fit out the property as a community and visitor based heritage Centre.

Llanelly House was designed to offer an exciting interpretation of the restored House as well as providing a range of heritage attractions, cafe, retail and education facilities and services for visitors and to the local community. The House will need to be self sustaining through a balanced selection of income generation and income earning activities. Integral to the plans for Llanelli House as a sustainable visitor attraction are the inclusion of well trained and motivated volunteers, representative of the community and the environment in which the House operates.

Plas Llanelly House opened on the 6th November 2013 and it is anticipated that it will host more than 30,000 visitors a year. Plans are in development to further enhance the visitor offer and these are due for completion in the Summer of 2014.

Role Description : Volunteer Reception Assistant

What is a Volunteer Reception Assistant?

Reception Assistants have a vital role in helping to ensure that visitors and the public receive a warm and friendly welcome. Appropriate information should be given to ensure visitors and the public fully enjoy their visit and can access suitable tours and make use of both the shop and cafe whilst they are at the House. You will be familiar with the operating of the house, able to take enquiries and direct visitors to appropriate members of staff. The role is varied and may include assisting in the shop or cafe at times of peak demand. You will often be the first point of contact for people either visiting or telephoning and you will represent Plas Llanelly House, providing the best possible service whilst being part of a highly committed, flexible team.

Typical tasks include

- Meeting and greeting visitors.
- Receiving incoming telephone calls and taking messages
- Escorting visitors around the House and when appropriate enabling them to learn more by providing relevant information about the property and its history.
- The promotion of the House in a way that increasing potential income and ensures its sustainability as a first class visitor attraction

This role will suit people who can demonstrate:

- An enthusiastic attitude
- Good communication skills both in English and Welsh are desirable
- An interest in local history and the community
- Good people and organisational skills
- Can be flexible with time commitments
- Able to undertake a variety of housekeeping duties
- The ability to work as part of a team and get on well with other volunteers and staff
- Willing to be flexible, assisting when necessary with reception tasks such as meeting and greeting visitors and providing service in the shop or cafe.
- An ability to recognise the importance of the health and safety of visitors, staff and volunteers at all times by following the designated procedures for Health and Safety, Equalities, Access, Child Protection etc.
- An agreement to work in a way that fully reflects the Volunteering Policy and the guidance set out in the Volunteers Handbook

What we offer

- The chance to meet and work with a variety of different people from different walks of life
- Comprehensive induction and specialist training as required
- Reimbursement of reasonable out-of-pocket expenses when on duty
- Recognition of the valuable contribution volunteers make through discounts at the House and participation in events held during Volunteers Week
- The opportunity to develop additional skills that will further enhance both Plas Llanelly House and yourself
- The opportunity to attend training and workshops to enhance skills An agreement to work in a way that fully reflects the Volunteering Policy and the guidance set out in the Volunteers Handbook An agreement to work in a way that fully reflects the Volunteering Policy and the guidance set out in the Volunteers Handbook.

Your location :

Plas Llanelly House

Time commitment:

Variable to suit the individual and the weekly events programme.

Volunteer Officer:

House Manager

Responsible to:

House Steward and/or Assistant House Manager

What you need to wear:

Smart, casual clothing in black with no jean style trousers, leggings or trainers. An identifying name badge will be provided.

Training/ Resources:

Specific training will be given as part of induction. Information about the House together with a Volunteer Handbook will also be provided

Expenses:

Reimbursement of reasonable out-of-pocket expenses

For more information:

01554772857