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**Visitor Welcome Volunteer (Volunteer position)**

**Location:** Martineau Gardens, 27 Priory Road, Edgbaston, Birmingham B5 7UG

**The Role:**

Our Visitor Welcome Team are here to act as ‘ambassadors’ for Martineau Gardens, helping to provide a welcoming atmosphere and see to visitors’ needs while they are here. The contribution the team makes to Martineau Gardens is immense – a scan through online reviews is testament to the amazing welcome the team give to our visitors.

**About Martineau Gardens:**

Martineau Gardens is an established therapeutic Community Garden, close to Birmingham city centre. The organically maintained land provides a place to learn, to heal, to connect with nature and to play. The Gardens are tended by a community of volunteers, many of whom experience mental health issues or have learning difficulties. The volunteers are led by horticultural therapists who take an holistic approach to each individual’s wellbeing.

Martineau Gardens is open to the public six days a week, as a tranquil place to visit and entry is free.  <https://martineau-gardens.org.uk/about-us/>.

Our visitor welcome team look after our visitors, providing a friendly welcome. They deal with customer enquiries, serve hot and cold drinks, sell plants and produce and help people to enjoy their time here at Martineau Gardens. The gardens receive over 10,000 visitors a year in addition to our regular therapeutic horticulture volunteers.

For this role, we are looking for people with good social skills, an ability to work as a team, a willingness to undertake a range of tasks that can arise in a day (from doing the washing up and making up Stick Man packs to laminating posters and sweeping away leaves) and a keenness to keep things neat and tidy. Gardening knowledge is helpful but not a pre-requisite since there will staff on hand to help with enquiries. An understanding of our ethos is important. Many of our therapeutic horticulture volunteers have a range of support needs from mental health, autism spectrum disorder, learning disability to dementia or traumatic brain injury. We strive to make a difference to our volunteers’ lives by being inclusive, non-judgemental and giving everybody a purpose, a sense of achievement and something to look forward to.

**Role description:**

●   To ensure a safe, friendly and welcoming environment for all

●   To welcome visitors on arrival and ascertaining what they need

* To serve drinks (free of charge but donations encouraged) and to sell plants, produce, compost and other sundries according to the season. (You will need make the drinks and carry them out to visitors on a tray to the courtyard area.)
* To keep Martineau Gardens neat and tidy (including kitchen, toilets and play area), including loading dishwasher regularly, topping up consumables and litter picking if required
* To promote the gardens events and campaigns by assisting the Marketing Officer with display of materials
* There will be opportunities to volunteer at events including family activities, outdoor theatre and fetes.

**We will provide**

●   Shadow sessions with experienced volunteers as part of your induction

* An opportunity to contribute to and feel part of a wonderful organisation
* The chance to make new acquaintances
* A reference on request for future opportunities

**Your commitment**:

* To volunteer four hours a week on a regular basis during our opening times, Monday to Saturday \* 10 am to 1pm or 1pm to 4 pm, booking your hours into the diary in advance.

\*On Saturdays, there are no staff, volunteers will always be working with one other volunteer but you need to be confident to work on your own initiative

* To be willing to be mainly outdoors in all weathers

**Person specification:**

●   Good communications skills and ability to understand others’ needs

* Able to work on own initiative – specifically if anything seems out of place or dirty, sort it out if you can, consult with staff if you can’t
* A willingness to undertake a range of tasks that can evolve during your session

●    An interest in the charitable objectives of Martineau Gardens including gardening, an enthusiasm for nature and wildlife

**To apply:**

Please email Sarah Hill-Daniel to request an application form – or if you have any further questions about this volunteer role.

Contact details:  **sarah@martineau-gardens.org.uk**Tel: 0121 440 7430

Completed forms should returned to Sarah by email (or handed in or posted Martineau Gardens, 27 Priory Road, Edgbaston B5 7UG) and we will arrange a meeting.

**Closing date:**  n/a