

Gate House Volunteer Profile

The gate house volunteer will ensure that all visitors are welcomed warmly to Swanage Pier and given the information required to make the most out of their visit. Providing general visitor services information about the café, shop and interpretation space in Marine Villas and what activities are available to do on the Pier.

Duties

- Providing a warm, friendly welcome to all visitors as the public face of Swanage Pier.
- Provide general visitor information about the café, shop and exhibition space; encouraging people to make the most out of their visit, by explaining what there is to do and answering any queries.
- Taking payment for admission, diving, car parking and fishing.
- Issuing plaque cleaning kits and making sure when they are returned, they don't require replenishing. Along with knowledge on how to sponsor a plaque and where to get the information from.
- Knowledge of Friends of Swanage Pier and how to become a member.
- Correct procedure for taking a message verbally or by phone.
- Correct procedure for the use of the walkie talkie.
- Have knowledge of businesses and boat companies that use the pier.
- Answer general questions on Swanage and other attractions to visit, for example Durlston bus timetable.
- Become familiar with and then follow the Swanage Pier Trust Health and Safety Policy, as required.

