

## **VOLUNTEER ROLE DESCRIPTION**

### **Visitor Welcome Volunteer**

**Responsible to:** Visitor Services Manager, Retail Supervisor

#### **Purpose of role**

Visitor Welcome volunteers are the first point of contact for all visitors to the Museum. You will provide a warm welcome within the Reception, Shop and Café areas and deliver an exceptional service to all whilst supporting the Visitor Services Team.

#### **Key Tasks for this role may include:**

- Supporting the provision of an exception welcome to all visitors and be the public face of the Museum
- Building a detailed knowledge of all public areas, galleries, facilities and the visitor route
- Be aware of and assist with access or disability
- Operate the till
- Promote and sell admission, event tickets, membership of the Society, etc
- Answer enquiries relating to the Museum and surrounding area
- Ensure the public areas, including toilets, are checked and kept clean throughout the opening hours
- Assist with merchandising

#### **We are looking for someone who:**

- has a friendly and engaging personality
- is a good communicator
- is able to work under pressure
- is willing to learn, take instruction, work as part of a team but also use own initiative
- is physically fit

#### **Support and training**

Full induction training to include Welcome Host, an internationally recognised standard in customer care

Training on specific areas relating to the provision of visitor services and retail provision

Opportunities to take part in sector training offered by South West Museums Development Programme and the Dorset Museum Association

#### **Rewards**

- 10% discount in the shop and café
- Unlimited free entry to the Museum with one guest
- Free refreshments when on duty
- The chance to learn new skills and build up existing ones
- The opportunity to make new friends and work within a team

- Regular social events
- Monthly volunteer Newsletter
- The opportunity to work with, and support the preservation of, a nationally important collection

### **Volunteer hours**

Visitor Welcome Volunteers are responsible to the Visitor Services Manager and will work to an individually agreed schedule of attendance. It is preferable for Visitor Services volunteers to be able to commit to a regular day or days on a weekly basis. However, any offer of volunteer hours will be welcome.

### **General**

- To comply with the Museum's Health and Safety Policy and to bring to the attention of the Commercial Director in the first instance any issues relating to the health and safety of employees, visitors or volunteers.
- To comply with the Museum's Volunteer Policy and the terms of the Volunteer Handbook.
- Ensure that your name badge is visible at all times when working in the public areas of the Museum.

**Expenses are not available for this role, unless for a short-term placement where the volunteer is in full-time education.**

**The details contained in this volunteer role description reflect the content of this volunteering role at the date of being prepared. It is however possible that over time the nature of the role will change. Therefore, this volunteer role description may, from time to time, be revised.**

**The existence of this role description neither intends nor implies that any employment relationship is to be created either now or at any time in the future.**

