

Volunteer Role Description

Title: **Front of House Volunteer**

Reporting to: Bookshop and Volunteers Manager / Office Staff

Time Commitment: Minimum of three half days (3.5 hours) per week

Front of House Volunteer

To assist the bookshop manager and office staff in the day-to-day management of front of house activities, including the bookshop, as well as ensuring safety and security in the galleries as and when required. This is a varied and interesting role, which involves dealing with the general public as well as museum staff and fellow volunteers.

As a FoH Volunteer you will be:

- Welcoming visitors as they arrive and responding to general queries.
- Providing information to visitors about current exhibitions and events.
- Be proficient at using the till and ticketing (training provided).
- Talking about the benefits of our membership scheme and advising on how to join.
- Taking visitor surveys and collating the results on a spreadsheet (with supervision from office staff).
- Assisting with leaflet distribution in the local area.
- Supporting office staff with tasks related to marketing the membership scheme.
- Supporting stewards in the galleries and checking visitors have a valid entry ticket.
- Keeping yourself up to date with our current programme.
- Other ad hoc tasks as required by bookshop manager and office staff

Skills & experience:

The ideal person for this role will be enthusiastic and passionate about art and our collection.

Candidates should have excellent communication skills and enjoy the opportunity to talk to visitors, promote our membership scheme and take visitor surveys as required. Experience in a customer service role is desirable, with the ability to be calm and polite when things get busy.

Applicants should be IT literate, and basic skills in excel are desirable.

Gaining additional skills and qualifications:

We value our volunteers and will do our best to make your volunteer experience with us enjoyable and rewarding. We offer training for every volunteer role and extend opportunities for our volunteers to improve their existing knowledge and skills and gain new ones.