

# Role Description: Estorick Volunteer

The Estorick Collection in Islington seeks your help. Volunteers already help our staff to offer a friendly and informed welcome to our visitors, and now we are looking for more.

The Estorick Collection of Modern Italian Art is an internationally renowned Museum housed in a Grade II Georgian building in Canonbury Square, Islington. The Collection is known internationally for its core of Futurist works, as well as figurative art and sculpture dating from 1890 to the 1950s.

We are looking for volunteers to welcome our visitors and look after the safety of our collection. Your role will be varied; one day you might be in our shop selling tickets and welcoming visitors, another you could be in one of the galleries invigilating and helping visitors make the most of their visit. You will however be placed where need is greatest, which tends to be in the exhibition galleries.

You need to be approachable and friendly, and willing to volunteer on a regular basis (preferably weekly) for at least 6 months. You will be fully trained in the role and gain excellent experience in customer service as well as an understanding of how a small museum works.

**Reporting to:** Bookshop and Volunteer Manager

## **Responsibilities:**

- To ensure the security of the works in whichever gallery/galleries they are based.
- Offer a welcome to visitors, sell tickets and help them to get the most out of their visit
- Answer queries about what events or services the Museum offers
- Pro-actively promote the Museum's Membership Scheme and shop merchandise to visitors
- Keep up-to-date with the Museum's daily and seasonal events
- Assist with the daily visitor care routines including health and safety and emergency evacuations as required as well as monitoring the environmental conditions of the galleries.

## **What we are looking for in you:**

- Possess excellent interpersonal and communication skills
- Demonstrate a commitment to deliver excellent customer service - training will be provided
- Have a flexible approach to working as part of a team;
- Be able to remain mobile and stand for up to 2 hours at a time
- Be reliable, responsible and trustworthy

## **Time Commitment:**

One day per week, currently we have a particular need for voluntary help at weekends. We ask for a commitment that you will stay for at least 6 months, but we hope you'll stay longer. A typical day runs from 11.00 to 18.00 (approx.) during which you get 2 breaks.

## **To apply:**

Please forward a covering letter and CV to [shop@estorickcollection.com](mailto:shop@estorickcollection.com).

Emailed applications are preferred. Alternatively apply by post to:

Marco Timillero, Bookshop and Volunteer Manager

Estorick Collection of Modern Italian Art

39a Canonbury Square, London N1 2AN

If you have any questions about this role please phone on 020 7704 9522.