

Weston Museum Volunteer Role Description

| | |
|---------------------------------------|--|
| Role Title: | Front of House Volunteer |
| Role Summary: | <ul style="list-style-type: none">• To assist with front of house customer service, focusing on enquiries and retail sales. |
| Role Description: | <ul style="list-style-type: none">• Welcoming visitors to the museum• Aiding visitors with the enquiries• Assisting in the museum shop and till operations.• Assisting with care of security, visitors and collections.• Conduct visitor surveys |
| When: | 2 sessions per month, (minimum): 10:00-1:30pm or 1:30-5:00pm |
| Commitment: | 3 months minimum. |
| Requirements: | <ul style="list-style-type: none">• Keen interest in history.• Commitment to good customer service.• Ability to work as part of a team.• Enthusiasm.• Good communication skills.• Confident in talking and interacting with the general public. |
| What's In It For You: | <ul style="list-style-type: none">• Contributing to the community.• Helping preserve our heritage for future generations.• Experience of working in the heritage sector.• Development of customer service skills.• Experience of working in a team.• Confidence and wellbeing• Ongoing role specific training and induction. |
| Why We Want You: | <ul style="list-style-type: none">• To help provide high quality customer service which will enhance the visitor experience and raise the profile of the museum. |
| Notes: | <ul style="list-style-type: none">• This role can include periods of standing.• It will also be necessary to help evacuate the building which will involve climbing stairs.• This role will involve cash handling and selling products. |
| For more information, contact: | Volunteering Officer |