



Weston Museum Volunteer Role Description

Role Title:	Front of House Volunteer Under the direction of the Visitor Services Supervisor
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 • Answering the telephone and taking messages • Assisting with emergency evacuation procedures if necessary • Cash handling and retail
Requirements:	<ul style="list-style-type: none"> • 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. • An interest in history
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 to enhance the visitor experience and raise the profile of the museum.
Notes:	Weston Museum promotes flexible volunteering and as such does not require a minimum time commitment from our volunteers however you may be contacted about your volunteering needs if you are unable to volunteer at all for a consecutive 4 week period.
For more information, contact:	Volunteer Coordinator; Lisa.clemons@wsm-tc.gov.uk 01934621028