



## **D of E Volunteer – Role Description**

Are you currently doing your Duke of Edinburgh award and looking for a volunteer placement? Why not consider coming to help out at Weston Museum. We offer placements of 2 hours (or more) a week at weekends, school holidays and inset days.

### **Volunteer tasks:**

As a d of E volunteer you will help support our visitor services team either front of house or in the café. You will welcome visitors to the museum, assist with their enquiries and take their café orders. Answering the phone and taking messages is also an important part of the role, along with helping to keep the café and shop areas tidy.

### **Transferable skills you can gain from this role:**

- Experience in customer service, tourism and retail
- Experience in cafe
- Cash handling/till operations
- Telephone skills and message taking
- Health and Safety awareness
- Food Hygiene
- Role specific training;

**Skills required:** A commitment to good customer service is required for this role. We like to nurture a warm, friendly environment where customers and visitors feel able to relax and enjoy their time spent at the museum. Confidence talking to and interacting with members of the public, especially during busy times, is an important part of this role.

**Potential time involvement:** The museum is open 6 days a week from 10am – 5pm; a typical shift for this role is 2 hours.

**Responsible to:** Visitor Services Supervisor & Café Supervisor

**Training and Support:** Full training will be given alongside ongoing support from staff and other volunteers as needed.

For more information and to apply please contact our Volunteer Coordinator;

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