



## **Meet and Greet Volunteer – Role Description**

Do you enjoy meeting people and giving great customer service? Why not join our amazing team of volunteers at Weston Museum who give our visitors a warm welcome as soon as they walk through the door?

### **Volunteer tasks:**

You will welcome visitors to the museum, give them information about exhibitions and events and assist with their enquiries. Completing visitor surveys and recording feedback is also an important part of this role.

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

- Experience in customer service
- Experience of working in the heritage sector
- Community engagement
- Increased confidence and wellbeing
- Knowledge of local history
- Health and Safety awareness
- Other 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 4 hours.

**Responsible to:** Visitor Services Supervisor.

**Training and Support:** Full training will be given alongside ongoing support from staff and other volunteers as needed. **Out of pocket expenses are paid.**

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

[Lisa.clemons@wsm-tc.gov.uk](mailto:Lisa.clemons@wsm-tc.gov.uk)  
[01934 621028](tel:01934621028)