Museums Worcestershire Visitor Welcome Volunteer

* **What would you need the volunteer to do?**

|  |
| --- |
| **Come and join us as a Visitor Welcome Volunteer at the Commandery and help create unforgettable days for visitors.**  You will meet and greet museum visitors of all ages and support our Visitor Engagement Team in the delivery of excellent customer service.  As a Visitor Welcome Volunteer you will also have the chance to meet a variety of people, make friends, learn new skills and work alongside knowledgeable and experienced members of staff.  The purpose of this volunteer role is to:  - Provide an enthusiastic and friendly welcome to visitors  - Be a visible, engaging and friendly presence on site  - Offer information about the museum's collection, the building’s history and our exhibitions  - Be able to answer questions on our visitor facilities, the services we offer and the events we have coming up  - Help visitors with site navigation and the use of accessible routes  - To monitor visitor safety and assist with visitor evacuation if required  - Occasional assistance with the preparation for events or room hire |

* **What skills, experience, and characteristics would someone need to carry out the role?**

|  |
| --- |
| We welcome interest from anyone 18 years and over, regardless of background or experience.  Skills need for this role:   * Happy to work alone and as part of a team * Smartly presented * Friendly and polite * Physically able to perform all tasks listed above * A good communicator * Flexible * Reliable * Enthusiastic   An interest in history is also helpful! |

* **Where will the volunteer be based?**

|  |
| --- |
| The Commandery, Worcester |

* **What times will the volunteer need to come in?**

|  |
| --- |
| Visitor Welcome Volunteers would be needed on days we are open to the public, Tuesday – Sundays and Bank Holidays Mondays.  The days and hours you would prefer to volunteer are flexible and are to be agreed with the Operations Officer. |

* **What commitment would the volunteer need to make?**

|  |
| --- |
| A commitment to working set days/times each month would be helpful, with the regularity to be agreed dependant on your availability. |

* **What support/training can we offer new volunteers**

In the first instance we would ask potential volunteers to come in for a chat and discuss the role with them.

Much of the training would be done in house and 'on the job' by working alongside other volunteers and staff. Specific training for this role will be provided at intervals in your role.

Staff will always be present and responsible during your volunteering to support and supervise you in your role.

* **Any other comments**

This can be a very rewarding role. You will get to meet and work with all sorts of people in a fantastic environment. It's something a bit different to be involved in.