

Volunteer Role Description – Volunteer Visitor Assistant

Volunteer Role Title	Volunteer Visitor Assistant
Responsible to	Visitor Services Officer
Responsible to (daily)	Duty Manager
Suggested hours	2 hour shifts. Either a permanent shift or on an informal basis.
Location	Museum in the Park – Mansion, Galleries and Walled Garden.
Purpose	To assist the Front of House team in delivering excellent customer care to all the visitors to the museum. To engage with visitors and help with any queries. To be a welcoming presence within the museum.
Tasks	Talk to and engage with visitors to help make them feel welcome. Help with visitor questions. Help and assist visitors with the museum trails. Assist with school parties and large groups if preferred. Help maintain a watchful eye on the Museum, exhibitions and Walled Garden. Help to maintain the appearance of the Museum by Tidying up toys and games Spot cleaning glass—which is mainly fingerprints. Report any maintenance issues to the Front of House team.
Qualities needed to carry out role	Pleasant, friendly manner. Neat, clean appearance. Good eye for detail.
Support/training provided	Induction to cover meeting staff, safety and emergency procedures, familiarisation with site. Volunteer handbook & agreement. Explanation of role. More in-depth information is available upon request. Quarterly All Staff Forum.