

## Volunteer Opportunity – Front of House

*We are equal opportunities employers, which means that we are committed to providing equality of opportunity in employment to all persons.*

<b>Role Title</b>	Front of House Volunteer
<b>Purpose of role</b>	To provide a friendly and informative welcome to all visitors to Wiltshire Museum, as part of our Front of House Team.
<b>What is the role?</b>	<p>The role will include some or all of the following:</p> <ul style="list-style-type: none"> <li>• Covering the reception desk on the ground floor and welcoming visitors in a friendly manner</li> <li>• Informing visitors of entry prices, concessions and Gift Aid.</li> <li>• Selling entry tickets</li> <li>• Using an electronic till and credit card machine (full training will be given on both)</li> <li>• Informing visitors about the Museum collections, exhibitions and events</li> <li>• To work as part of a volunteer team on a rota</li> <li>• Answering the telephone and forwarding calls or dealing with messages as necessary</li> </ul>
<b>Useful skills and interests</b>	<ul style="list-style-type: none"> <li>• An interest in Wiltshire Museum and our world-renowned collection</li> <li>• Good communication skills</li> <li>• Enjoy working with the public and a wish to help ensure a good, positive visitor experience</li> <li>• Polite and approachable</li> <li>• Computer skills</li> <li>• Money handling and till experience</li> <li>• Reliable</li> </ul>
<b>Training offered</b>	<p>Training will include:</p> <ul style="list-style-type: none"> <li>• Tour of the Museum</li> <li>• Full induction including health and safety</li> <li>• Regular briefings on exhibitions</li> <li>• Till and credit card machine training</li> <li>• Customer service training</li> <li>• Telephone training</li> <li>• Ongoing support from the staff team. There will always be a member of staff available to offer assistance and advice.</li> </ul>

<b>Time commitment</b>	<p>Ideally to commit to at least one fortnightly shift and if possible, to be available on an ad hoc basis to fill in gaps in the rota (which may occur at short notice) due to illness or holidays</p> <p><u>Summer Shifts</u> Monday – Saturday 9.45 am to 1.30 pm 1.30 pm to 5 pm</p> <p><u>Winter Shifts</u> Tuesday – Saturday 9.45 am to 1 pm 1 pm to 4 pm</p> <p><u>Bank Holidays and Sundays (under review)</u> 10.45 am to 1 pm 1 pm to 3 pm Or 10.45 am to 3 pm with short break</p> <p>There may be occasional requests to cover evening events.</p>
<p>This role will involve a trial period of 3 months to ensure that it is the right role for you</p>	