

Volunteer Front of House Assistant Role Description

The National Maritime Museum Cornwall is an independent, modern, multi-award winning Museum beautifully showcasing the historical, current and future role of the sea in shaping Cornish, national and international culture. We care for an enormous variety of objects, boats, pictures and archive material that relate to the maritime heritage of Cornwall and beyond, which form the basis of our permanent exhibitions.

Our volunteer team are at the very heart of the Museum, working alongside paid staff in a wide variety of roles.

What will I be doing?

You will be the first point of contact for all our visitors, providing a helpful, welcoming and friendly greeting. Front of House volunteers greet and engage with visitors, provide information on our exhibitions and activities, as well as helpful directions to our different galleries and facilities. They have a vital role in helping to create a warm welcome for all our visitors, answering general queries, ensuring that visitors have an interesting and enjoyable visit.

Key tasks:

- Provide a friendly greeting to all visitors on arrival and towards the end of the day thank them for their visit and say goodbye
- Answer enquiries in a friendly and helpful manner; be friendly and approachable to all visitors
- Check visitor tickets as they enter the Main Hall and in the absence of the Welcome Volunteer, keep an accurate record of those visitors returning on a current yearly pass or an annual membership
- Inform visitors about current exhibitions, events and activities to help them plan their visit; handing out children's trail sheets and pencils in holiday periods
- Recognise and respond to the specific needs of all our visitors
- Inform the Duty Manager of any problems or issues using the VHF radio
- Assist with the evacuation of visitors in an emergency situation

Where will I be based?

You will be based in the National Maritime Museum Cornwall, Falmouth.

How much time will I be expected to give?

We are looking for people who can regularly volunteer, ideally for just a morning or afternoon each week. The Museum is open seven days a week, and there are two shifts available each day; 9.45am until 1.30pm and 1.15pm until 5.00pm.

What skills, qualities and experience do I need?

No experience or qualifications are necessary as this is an excellent opportunity to gain new skills. However this role would suit people who:

- Are welcoming, approachable and helpful
- Have good communication skills, willing to share information with visitors without being asked
- Are proactive with a positive nature, an interest in providing an excellent visitor experience
- Enthusiastic and interested to learn about the Museum
- Reliable, well-presented, friendly and polite
- Comfortable working as part of a team; supporting other volunteers
- Are able to work with and without supervision

What support and training will I receive?

All volunteers will receive a welcome training session which includes an introductory tour of the Museum. New volunteers will receive training from a member of staff from our Visitor Services team and will also be 'buddied' with an existing volunteer who will provide further training and support. Direct supervision and support will be provided by our team of Duty Managers.

What will the Museum expect from me?

- To be the friendly welcome of the Museum and deliver excellent customer service
- To be reliable in attendance and dependable; to be at your station in time for the start of your shift
- To wear the Museum volunteer uniform where provided
- Maintain good working relationships with staff, other volunteers and visitors
- Assist with the training of new volunteers
- Undertake appropriate training and attend department meetings
- Represent the Museum in a positive manner at all times
- Be fully conversant with fire and emergency evacuation procedures which includes attending evacuation training at least once per year
- Observe the Museum's policy and procedures

What can I expect from the Museum?

- A welcoming and enjoyable experience
- The opportunity to learn and develop new skills and experience
- To be treated fairly and with respect
- To become part of a friendly, motivated and dedicated team
- Recognition and appreciation for your contribution
- The opportunity to meet people from all walks of life and make new friends
- Satisfaction of giving back to the community; promoting the work of the Museum
- Gain valuable experience to enhance your CV and job applications
- Free entry for you and a guest to the Museum; discount in our Café and Shop
- Reimbursement of travel expenses between home and the Museum
- Free parking when carrying out volunteering duties