

Welcome Volunteer - Front of House (Seasonal) 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 as visitors enter the Museum. Welcome volunteers have a vital role in helping to ensure that visitors receive a warm and friendly welcome. They provide visitors with general information as they arrive and help to manage the queue effectively and efficiently during busy periods.

Key tasks:

- Meeting, greeting and interacting with all visitors as they arrive at the Museum
- Greeting visitors with a warm and friendly welcome
- Managing the queue effectively and efficiently during busy periods, directing visitors to the next available cashier
- Fast tracking those visitors who are returning on a current yearly pass or an annual membership by directing them to the Front of House volunteer and into the Main Hall
- Ensuring that an accurate record of those visitors fast tracked into the Museum, bypassing our cashiers, is kept so this total can be added to our visitor numbers at the end of the shift
- Engaging with visitors in a friendly and approachable manner as they are waiting in the queue
- Answering enquiries and providing up-to-date information about the Museum's exhibitions, events, activities and catering offer
- Recognising and responding to the specific needs of all our visitors

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 would like to trial this new role over the summer period, every day from May-September 2018. There are two shifts available each day; 9.45am until 1.00pm and 12.45pm until 4.00pm. We would hope that you would be able to commit to at least one shift each week.

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:

- Have good communication skills and are confident working with the general public
- Can provide excellent customer service
- Are friendly, approachable and helpful
- Enthusiastic about the Museum; happy to engage with the general public as they arrive at the Museum
- Smart personal appearance
- Are able to work 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 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 and attend an evacuation training session at least once a 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