

## Welcome Desk Volunteer Role Description

The National Maritime Museum Cornwall is a place to enrich your understanding of the sea and Cornwall.

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. Welcome Desk 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
- 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
- Assist with the evacuation of visitors in an emergency situation
- Inform the Visitor Experience Supervisor of any problems or issues using the VHF radio

### 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; 10.00am until 1.30pm and 1.30pm 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 and our collections
- Reliable, punctual, well-presented, 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 our Visitor Experience team and will also shadow an existing volunteer. The Visitor Experience Manager and Supervisors will provide direct supervision and support.

## 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 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 and support 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 gain experience and develop new skills
- Valuable work experience for those wishing to work in the heritage sector
- 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