

## Visitor Welcome Volunteer

### Location: Reading Museum

#### Role description

##### Why we want you?

You will help our gallery team to provide an exceptional welcome to visitors.

You will support staff in welcoming visitors and generating income for the Museum. You will also be helping to complete regular surveys, interviewing visitors about their trip to the Museum

We are looking for confident and friendly individuals who have the skills and personality to promote the museum whilst providing an excellent welcome experience for our visitors.

You will receive full training on our measures to keep you safe and to minimise risks for our visitors during the ongoing pandemic.

##### What does a Visitor Welcome volunteer do?

- Supporting a dedicated and experienced gallery team by welcoming visitors
- Encouraging visitors to make a donation and explaining how their visitor donations will help the service
- Helping to inform visitors of any necessary covid measures
- You will be based either at the museum entrance or in one of the galleries
- Ideally you will stand to greet visitors, but chairs can be provided if needed
- A rest break will be arranged mid-shift



##### This role will suit you if you are:

- A people person
- Able to work as part of a team
- Confident, outgoing and polite
- Enthusiastic
- Willing to engage with members of the public
- Self-motivated and pro-active
- Have good communication skills
- Experience in a customer-facing role (such as fund-raising or sales) would be useful, but not essential as full training and support will be given

### **What will you get in return?**

- Meet a wide range of people
- Develop your communication skills
- Learn more about museum visitors' services
- Being part of a friendly team and make new friends
- Gain some new skills for your CV

### **How much time will you need to give?**

Shifts will be from 10:00 to 13:00 and from 13:00 to 16:00 on days we are open to the public (Tuesday to Saturday). This role is available on a rota, and you may like to sign up to volunteer once a week. This can be flexible, as volunteers will help throughout the month.

### **Who does the role report to?**

Visitor Services Officer - Lucy Griffin

### **To apply**

Please complete your volunteer registration form on our [volunteering platform](#) Better Impact.

### **Matching to the role**

If we think you are a match for this role, we will invite you to a small group 'Introduction to Reading Museum', and where possible meet an existing volunteer, followed by a short individual interview with Sheila Fisher (Museum Partnership Reading Volunteer Coordinator) and Lucy Griffin (Visitor Services Officer), where you can have an opportunity to tell us about your interests and experience, and ask us some questions.

Please allow up to 1hr 15min for the session.