



Volunteer Role Description

Role title: Visitor Services

Reports to: Visitor Services Director

Role purpose:

To welcome and deliver a friendly and engaging reception to visitors and volunteers, across a diverse audience.

Time commitment:

This role operates on a Friday with cover required either in the morning (10.15am to 1.30pm) or afternoon (1.30pm to 4.00pm). In house training sessions will be available but may fall on a different day.

There is an expectation to commit at least one half-day per month. A rota is in operation for volunteers.

Main duties and responsibilities:

- Helping to provide a friendly and warm welcome to visitors arriving at the museum.
- Engaging with visitors inside the museum space.
- Answering general enquiries.
- Helping to promote the museum's activities.
- Helping to maintain a safe environment.
- Selling admission tickets and dealing with shop sales
- Answering Tourist Information enquiries.

Skills, experience and qualities:

- A friendly attitude and enthusiasm for interacting with members of the public.
- Ability to work as a part of a team.
- An interest in the history of the village and surrounding area and a willingness to learn about the history of the Museum.
- Flexibility and ability to use own initiative.
- IT Skills, basic knowledge of Spreadsheets/Email/Google, (training will be available should it be required).
- Knowledge of electronic till systems (training will be available)

The role is open to all. We welcome applications from people of all abilities, backgrounds and communities.

Why volunteer with us:

We are looking for people with an interest in local history and that of the Museum. It is important to be able to work with a wide range of people. Any experience that complements the role will be appreciated.

We want enthusiastic volunteers who will help keep the Museum as a vital part of the experience offered to residents and visitors.

What we offer:

You will receive full training and support to fulfil the role. We will support developing your confidence and customer service skills. You will learn about the history of the area and museum. You will be offered an interesting and varied insight in the collections at the Museum with the opportunity to get up close and personal with historic items.

About the Cottage Museum:

The Cottage Museum has a rare surviving example of a Boulton and Paul bungalow constructed of corrugated iron on a wooden frame. We are committed to preserving and sharing the local history. The cottage not only houses the Museum's collection but is itself the major exhibit.

If you have an interest in local history and that of the museum we would love to hear from you. To apply, please complete an expression of interest form, and either email it to info@cottagemuseum.co.uk or post to the Volunteer Co-ordinator, Woodhall Spa Cottage Museum, Iddesleigh Road, Woodhall Spa LN10 6SH. Please mark the envelope "Private & Confidential".