

**Volunteer Role Description**

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| **Role Title:** | Visitor Services Volunteer  |
| **Role Purpose:**  | Delivering a friendly welcome and engaging with a diverse audience. This is a stimulating and flexible role that will develop as the museum grows.  |
| **Role Description:** **(An Overview)** | * 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.
* Recording sales and stock information on to the computer.
* Supporting guided tours.
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| **Role Reports To:** | Volunteer Co-ordinators - Gill Noble and Patricia Duke-Cox |
| **Where:**  |   Woodhall Spa Cottage Museum Iddesleigh Road Woodhall Spa  Lincolnshire LN10 6SH. |
| **When**:  | We expect volunteers to be able to commit to at least one half-day a month.Friday morning 10.30am - 1.30pm or Friday afternoon 1.30pm - 4.30pm in high season. Friday afternoon 12.30pm - 2.30pm or 2.30pm - 4.30pm in low season. Interviews will be held on Friday 3rd March 2017.Volunteers must be able to attend a group training session w/c 27th March 2017. |
| **Duration:** | 1st April 2017 - 29th October 2017  |
| **Qualities and skills we ask for:**  | * 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.
* Computer literate

The role is open to all. We expect to engage a team of 8 volunteers and we welcome applications from people of all abilities, backgrounds and communities.  |
| **Our Commitment to you:**  | As a Visitor Services Volunteer, you will have the opportunity to: * Receive full training and support to fulfil the role.
* Develop your confidence and customer service skills.
* Learn about the history of the area and the Museum.
* Work as part of a team.
* Meet new people and take part in special activities organised for volunteers.

We will: * Treat you and all volunteers equally and fairly.
* Respect you as an individual and treat you courteously.
* Ensure that you have a safe working environment.
* Listen to your concerns if things are not going right.
* Recognise that you are a volunteer and that you have other commitments.
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| **What we want from you:**  | * To be the friendly face of the Museum and offer a warm and friendly welcome.
* Commit to the necessary training and give your time.
* Comply with our agreed policies and standards.
* Be professional and loyal to the Museum.
* Be fair and courteous to those around you.
* Talk to the Directors first if you have a problem.
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| **How to apply:**  | To apply, please complete an Expression of Interest Form and either email it to: office@cottagemuseum.co.uk or post it to: Volunteer Co-ordinator, Woodhall Spa Cottage Museum, Iddesleigh Road, Woodhall Spa LN10 6SH. Please mark the envelope “Private & Confidential”. Deadline for applications is: Noon on Tuesday, 21st February 2017.  |