

**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. |
| **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. |
| **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. |
| **How to apply:** | To apply, please complete an Expression of Interest Form and either email it to: [office@cottagemuseum.co.uk](mailto: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. |