



Volunteer Role Description

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)	<ul style="list-style-type: none"> • 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:	<p>We expect volunteers to be able to commit to at least one half-day a month.</p> <p>Friday morning 10.30am - 1.30pm or Friday afternoon 1.30pm - 4.30pm in high season.</p> <p>Friday afternoon 12.30pm - 2.30pm or 2.30pm - 4.30pm in low season.</p> <p>Interviews will be held on Friday 3rd March 2017.</p> <p>Volunteers must be able to attend a group training session w/c 27th March 2017.</p>
Duration:	1 st April 2017 - 29 th October 2017
Qualities and skills we ask for:	<ul style="list-style-type: none"> • 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 <p>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.</p>

Our Commitment to you:	<p>As a Visitor Services Volunteer, you will have the opportunity to:</p> <ul style="list-style-type: none"> • 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. <p>We will:</p> <ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • 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:	<p>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".</p> <p>Deadline for applications is: Noon on Tuesday, 21st February 2017.</p>