Volunteer Role Description: Museum of the History of Science Visitor Hosts

The Role
You’ll be the friendly face of the museum. You’ll be supporting the museum by welcoming visitors, handing out maps, floor plans and family friendly trails. You’ll be aware of the GLAM summer passports and assist in issuing stickers. You’ll be on hand to support our visitors with directions and information. You’ll support our visitors with mobility issues, and generally be warm and helpful. You’ll encourage our visitors to donate to the museum and may be asked to sell guidebooks or audio guides.

You’ll be part of our front of house team and will typically be by yourself or working in a pair near the main entrance. Although you will be helping in a front-of-house capacity you are not responsible for security or for visitor behaviour. You’ll need to use your initiative and common sense to answer visitors’ questions. We would like you to feel part of the team, and you will have access to our tea/coffee facilities.

You will be managed and coordinated by the Museum Administration Assistant, and on the day you will receive support from the front of house staff. There will always a member of staff in the gallery with you. This role is not open to young volunteers (aged 16 or 17).

Commitment
You will join a rota and will ideally help for 3 hours on a regular afternoon (Tuesday - Sunday) each week, or on at least three afternoons per month. The busiest time are between 1 and 4, but there will be some flexibility during the pilot period, and you may have the chance to volunteer more often if you are keen. You may have the opportunity to help at events outside of the above times, if you wish.

About You
- You will enjoy interacting with people and will be ready to welcome anyone who comes through the door.
- You will be able to communicate clearly and effectively. Speaking another language would also be helpful.
- Sometimes the museum is relatively quiet; sometimes it is very busy; this is something you won’t mind and will keep smiling with the team either way.
- You’ll have enthusiasm for the collections but don’t need to be an expert it’s important for you to have a good knowledge of what’s going on, what’s where, and how to find it. If you’re already familiar with the museum: great! If not: you soon will be!
- You will demonstrate a sense of responsibility in representing the museums and will appreciate the importance of good customer service.
- You will likely be standing for long periods, as well as walking up and down the stairs several times during an afternoon. You should advise the Volunteer Service or museum staff if you have any concerns about this.

Training
You’ll be asked to attend a training session to familiarise yourself with the role, and will be met and briefed by a member of staff the first time you volunteer. Additional information may also be sent by email.

Why you might enjoy this role
The opportunity to:
- use your great customer service skills to enhance people’s visits
- meet people of all ages and backgrounds
- contribute to the museum’s public engagement and accessibility remit
- improve your awareness of the building and collection