

Volunteer Role Description: History of Science Museum Visitor Hosts

The Role

As a friendly face of the museum, you will support Front of House staff to welcome visitors, hand out floor plans and family friendly trails, provide directions and information, and assist visitors with mobility issues – all in a warm and helpful way, and using your initiative and common sense. You will also encourage visitors to donate to the museum and may be asked to sell guidebooks and/or audio guides. We will also support you to learn more about objects on display so that you can choose one or two 'star' objects to highlight to visitors.

You will typically be volunteering by yourself or in a pair, standing near the main entrance, with a member of staff nearby. Although you will be helping in a front-of-house capacity, volunteers are not responsible for security or visitor behaviour.

The rota will be organised by the Administrative Assistant via the Volunteer Service's online system (training can be provided if volunteers are unsure how to use it). The Head of Operations and Planning will provide management support, and Front of House staff will provide support on the day.

Commitment

We are looking for people to ideally help for a few hours on a regular afternoon (Tuesday - Sunday) each week, or on at least three afternoons per month, for at least a few months, but of course there is flexibility within this. As the team expands, we would like to explore having one volunteer 12 - 3 pm and another 2 - 4 pm, giving overlap and extra support during the busiest part of the day.

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 you will keep smiling either way.
- You'll have enthusiasm for the collections but don't need to be an expert. What's more important is that you have a good knowledge of what's going on and what's where. 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 museum and will appreciate the importance of great customer service.

- You will likely be standing for long periods, as well as potentially walking up and down the stairs several times during an afternoon. (Only the basement galleries are accessible to anyone requiring level access.) Please advise the Volunteer Service or museum staff if you have any concerns about this.

Training

You will be asked to attend a training session to familiarise yourself with the role prior to starting and may be invited to additional training later on and/or sent additional information by email. You will also be met and briefed by a member of staff the first time you volunteer.

Why you might enjoy this role

The opportunity to:

- use and/or develop your great customer service and communication skills to enhance people's visits
- meet people of all ages and backgrounds
- contribute to the museum's public engagement and accessibility remit
- deepen your understanding of the building and its collections

Other practical points

- We would like you to feel part of the team and you will have access to our tea/coffee facilities, as well as a space where you can have a few minutes' sit down before or after your volunteering.
- Volunteers can be reimbursed up to £4.30 per session for travel costs, on receipt of transport or car parking tickets.
- This role is open to volunteers aged 18+.
- This role is not regulated activity and therefore does not require an additional safeguarding (DBS) check.
- This role will require a Right to Work check.

How to Apply

If you would like to apply for this role, then please email Caroline at volunteering@museums.ox.ac.uk. She will forward emails on to the Operations Team, who will select and be in touch separately. When you get in touch, please include a bit about why you're interested, any relevant experience or skills you have, and an indication of your potential availability.