



Volunteer Role Description: Welcome Volunteer

About Welcome Volunteering

We are looking to build our team of Welcome Volunteers to support staff in providing information, orientation and resources to visitors, particularly at weekends and some Monday, Wednesday and Thursday afternoons. If you would enjoy meeting people of all ages and backgrounds, helping all our visitors have the best possible experience at the museum, we would love to hear from you.

Full training will be provided and no previous experience or knowledge of the

museum is required. In fact, it can be a great way to learn about the varied collections we have at the museum as well as meet new people, be part of a friendly team, and develop skills. Please let us know if you have any access needs and would like a chat about how we may be able to support you.

Welcome Volunteers greet visitors in a proactive and friendly way, helping to answer general question such as practical arrangements and orientation. They also recommend and hand out suitable activities such as family trails, multimedia guides and activity packs. Volunteers will also assist visitors entering our main exhibition space, scanning tickets and answering exhibition and ticketing related queries (full training will be provided).

- There will be some chairs for volunteers' use and space to take breaks. Volunteers should be alert to visitors' needs, maintaining open and welcoming body language whether seated or standing.
- Volunteers work in small teams, rotating around a number of key points in the museum (such as information desk, galleries and exhibition ticket desk) to provide information and help visitors navigate the museum.
- Our friendly team of Front of House staff (Duty Managers and Visitor Experience Assistants) will always be nearby to assist volunteers with anything they are unsure of.
- The team is coordinated by the Ashmolean Volunteer Manager.
- It would be great if some volunteers are able to help regularly but volunteering as and when available will also be hugely appreciated.
- **Availability at weekends and school holidays will be particularly helpful.**

Timing and commitment

Each day is divided into two sessions: **9.45am - 1.30pm** and **1.15 - 5pm**. Each session includes a 30 minute break. There is a 15 minute overlap to allow for volunteers arriving for the afternoon session to be briefed about activities happening that day.

Training and support

Before joining the team, volunteers attend both a role induction and safety & security induction. These are then supplemented by ongoing training sessions and briefings, and further opportunities to learn about the museum, collections, and working with visitors.

We are looking for volunteers who:

- Are welcoming and friendly, enjoy working in a team, and enjoy interacting with people of all ages and backgrounds.
- Are good team-players and will enjoy supporting other volunteers and museum staff.
- Have a positive, can-do attitude, the ability to stay calm under pressure, and good problem-solving skills.
- Will enjoy the variety associated with helping in a Front of House role and won't mind that sometimes it is busier or quieter than at other times.
- Enjoy helping visitors to have the best possible experience at the museum.
- Are interested in the objects and collections of the Ashmolean Museum and would like to learn more.

Why you might enjoy this role:

The opportunity to:

- Join a friendly and enthusiastic team.
- Interact with museum visitors and inspire learning and enjoyment.
- Support the museum's public engagement and accessibility remit.
- Help to ensure that all our visitors feel welcome in the museum and that they have a fantastic experience here.
- Develop and practise communication, customer service, and other transferable skills.
- Learn from your peers. Grow and share your knowledge and interests.

Other information:

- This role is open to volunteers aged 18+.
- This is an onsite opportunity and we anticipate that volunteers will live within easy commuting distance of the Ashmolean Museum. Volunteers can claim reimbursement of travel expenses up to £5 per volunteering session.
- Volunteers new to onsite GLAM volunteering will need to be registered on the Volunteer Service mailing list (through MyImpactPage.com), and the Volunteer Service will need to have received two references and done an ID check before volunteers can start in this role. The role does not currently require any additional check.

How to get involved:

To register your interest, **please complete a form by following this link, by the end of Sunday 18 January**. The form will ask you to:

- give an indication of your likely availability over the coming months and when you are most likely to volunteer (we are looking for more help on weekends and on afternoons of Mondays, Wednesday and Thursdays)
- confirm whether you can attend a training and recruitment day on the **afternoon of Friday 23rd January**, PLUS a safety and security training the **morning of Monday 9th February**.

- Briefly explain what appeals to you about this role (max 200 words)

If sending a video or voice recording would make it easier for you to apply, then you are welcome to email one to Joy at volunteering@glam.ox.ac.uk – just make sure you include all of these points!

Information will be kept in accordance with our [Data Retention Schedule](#).