



Front of House Volunteer – Role Description

Do you enjoy meeting people and giving great customer service? Why not join our amazing team of volunteers at Weston Museum who give our visitors a warm welcome every time and ensure their visit is really special?

Volunteer tasks:

You will welcome visitors to the museum, assist with their enquiries and conduct visitor surveys. Answering the phone and taking messages is also an important part of the role, along with helping to keep the shop areas tidy.

Transferable skills you can gain from this role:

- Experience in customer service, tourism and retail
- Community engagement
- Increased confidence and wellbeing
- Cash handling/till operations
- Telephone skills and message taking
- Online ticket booking
- Health and Safety awareness
- Role specific training;

Skills required: A commitment to good customer service is required for this role. We like to nurture a warm, friendly environment where customers and visitors feel able to relax and enjoy their time spent at the museum. Confidence talking to and interacting with members of the public, especially during busy times, is an important part of this role.

Potential time involvement: The museum is open 6 days a week in the winter and 7 days a week in the summer from 10am – 5pm; a typical shift for this role is 4 hours.

Responsible to: Visitor Services Supervisor.

Training and Support: Full training will be given alongside ongoing support from staff and other volunteers as needed. **Out of pocket expenses are paid.**

For more information and to apply please contact our Volunteer Coordinator;

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