



Volunteer Role Description – Reception Volunteer

Role Title	Reception Volunteer
Purpose of Role	To provide a friendly and informative welcome to Museum visitors as part of our Visitor Services Team.
Main Activities and tasks	<p>The role will involve, some or all of the below activities:</p> <ul style="list-style-type: none"> • Welcoming visitors into the museum in a friendly manner • Helping with purchases including entrance tickets • Working on an electronic till and using a credit card machine (full training will be given) • Informing visitors about the museum collections, exhibitions and events • To work as part of a volunteer team on a rota
Skills needed	<ul style="list-style-type: none"> • An interest in Wiltshire Museum • Good communication skills • Confidence in working with the public and a wish to help ensure a good, positive visitor experience • Polite and approachable • Computer skills • Reliability and commitment to the team
Training	<p>Training will include:</p> <ul style="list-style-type: none"> • Tour of the Museum • Full induction including health and safety • Regular briefings on exhibitions • Till and credit card machine training • Ongoing support from the staff team

Time commitment	<p>A regular weekly or fortnightly shift (morning or afternoon) from 10 am to 1 pm or 1 pm to 5 pm weekdays or Saturdays, and 12 noon to 4 pm on Sundays.</p> <ul style="list-style-type: none">• This role will involve a trial period of 3 months to ensure that it is the right role for you
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