



Volunteer Role Description – Weekend 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 • Answering the telephone and forwarding calls or dealing with messages
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 • Customer service training • Telephone training

Time commitment	<p>We are looking ideally for an individual to cover a morning/afternoon at the weekend.</p> <p>A weekly or fortnightly commitment would be preferable.</p> <p>Shifts are either morning or afternoon.</p> <p>Monday – Saturday: 9.45am–1pm or 1–5.10pm</p> <p>Sunday: 11.45am– 4.15pm</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
------------------------	--