

Volunteer Role Description –Reception Volunteer

We are equal opportunities employers, which means that we are committed to providing equality of opportunity in employment to all persons.

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 regular morning/afternoon slot at the weekend or a Wednesday morning. A weekly or fortnightly commitment would be preferable. Shifts are either morning or afternoon.</p> <p>Monday – Saturday: 9.45am–1pm or 1–5.10pm 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
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