

**Volunteer Project 85, Visitor Welcome Volunteers**

<b>Role</b>	Visitor Welcome Volunteers
<b>Purpose</b>	<p>To work closely with the Retail and Admissions department and gain transferable skills and experience in a wide range of customer-focussed activities.</p> <p>To offer volunteers a unique opportunity to play a key role while gaining experience working with a national museum collection of historic importance.</p>
<b>Responsible to</b>	Retail and Admissions Manager and Supervisors
<b>Times/Dates</b>	Minimum one day a week, Monday to Sunday (1000hrs to 1600hrs) starting April 2019.
<b>Location</b>	National Army Museum, Chelsea, London SW3 4HT.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>&gt; To pro-actively welcome, engage with and inform visitors, on entry into the Museum.</li> <li>&gt; To promote the Museum’s services, facilities and products to visitors. Including current and future exhibitions, events, lectures, learning activities, tours, membership, NAM guidebooks and merchandise.</li> <li>&gt; To support the Museum’s Cloakroom facility.</li> <li>&gt; Directing visitors and assisting in wayfinding around the building.</li> <li>&gt; Listening to and responding courteously and professionally to visitor enquiries and feedback. Calling on the support of the Retail and Admissions Manager or Supervisors when appropriate.</li> <li>&gt; Welcoming in and escorting groups, including lecture or events attendees, birthday party groups and school groups.</li> </ul>

	<p>&gt;Being present throughout events to ensure visitors have an enjoyable, safe and secure experience.</p>
<b>Skills</b>	<p>Would suit someone with:</p> <ul style="list-style-type: none"> <li>&gt; Excellent communication and interpersonal skills.</li> <li>&gt; Good decision-making skills.</li> <li>&gt; Good time management skills.</li> <li>&gt; The ability to work on own initiative and as part of a team.</li> </ul>
<b>Support and Training</b>	<ul style="list-style-type: none"> <li>&gt; Full in-house training will be provided that is specific to the role, which will include Site Induction and Health &amp; Safety.</li> <li>&gt; Expenses: reasonable out of pocket lunch and travel expenses to and from place of work.</li> <li>&gt; Volunteers' Handbook with helpful information.</li> <li>&gt; Regular feedback meetings with designated supervisor.</li> </ul>
<b>Other key information</b>	<p>&gt;Volunteers will work closely with Visitor Welcome &amp; Retail Sales Assistants.</p>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>&gt;Becoming part of a friendly and dedicated team.</li> <li>&gt;Gain practical knowledge of UK Museums and institutions.</li> </ul>
<b>Interested?</b>	<p>&gt;The opportunity is open to everyone aged 18 and over.</p> <p>Closing Date: Friday 29<sup>th</sup> March 2019, 12pm (Noon)</p> <p>Interviews: Thursday 4<sup>th</sup> and Friday 5<sup>th</sup> April 2019.</p>

