

# Volunteer role description

## Visitor Welcome volunteer

### What is a Visitor Welcome Volunteer?

Visitor Welcome volunteers help Folkestone Museum offer a warm and professional welcome to visitors from a wide range of backgrounds including families, teenagers, adults, school parties, pre-school groups, older people, people with special educational needs and disabilities, tourists from the UK and abroad and people from diverse local communities.

They work alongside museum staff on the front desk, in the museum shop and galleries as a valuable part of the museum team, providing a friendly welcome and added value to a museum visit.

Responsibilities include

- Welcoming different audiences to the museum
- Helping guide people round the museum as required
- Chatting to people about the displays
- Helping families engage with the hands-on interactives
- Providing information about the museum and things to see and do
- Working on the front desk and in the shop
- Completing simple evaluation with visitors about their visit
- Keeping the galleries neat and tidy

### What's in it for you?

- Making people feel welcome
- Meeting people from different backgrounds
- Learning about Folkestone history and sharing it with visitors
- Being part of a friendly and dedicated team
- Develop work-related learning skills in heritage, retail, visitor welcome and customer care

### What's involved?

- Gaining visitor welcome and presentation skills
- Working with diverse audiences
- Being inspired by the objects and stories in the museum collection
- Helping out with museum visits and at museum events

## **This role will suit people who**

- Are outgoing and confident
- Enjoy meeting new people
- Have an interest in history and heritage
- Work well in a team
- Are creative
- Are good at explaining things

## **EXTRA INFORMATION**

### **Your place of work**

Folkestone Museum

### **Time commitment**

We appreciate any time you are able to give and this role allows for some flexibility. We ask that people volunteer for two sessions a month although this can vary if required.

### **Volunteer Manager**

This role will be managed by the Curator of Folkestone Museum.

### **Staff contact**

As above.

### **Training/Resources**

- Folkestone Museum induction
- Health and safety induction
- Role specific training

### **Expenses**

Out-of-pocket travel costs between home and volunteering place will be paid up to a maximum of £5.50 per day, and other reasonable expenses agreed in advance.

### **DBS check**

A DBS check is required for this role.