



### Reception Volunteer

As the first point of contact for visitors, the Reception Volunteer welcomes them to the Museum and assists them as required. The role includes staffing the Reception desk, selling admission and *Falcon* tickets, offering Audio Guides, introducing the Museum and its collection, selling items from the shop and cafe, and assisting with or referring enquiries about the Museum and local area. Training will be given, especially in the use of the till and drinks machine, and generally about the Museum. Reception volunteers are expected to arrive before opening time in order to open up the museum and to switch on/ set up anything required if doing a morning duty and to close everything down and lock up if working the afternoon shift.

Reception Volunteers usually work in pairs on either morning or afternoon shifts during the open season, from Easter to the end of October. They are invited to an annual Training Session, before the Museum is open, to familiarise themselves with any changes made during the winter.

This role would suit people who are:

- Approachable and helpful
- Confident to deal with the general public
- Able to work well independently and as part of a team
- Happy to operate a computerised till
- Looking for retail/ visitor services experience