

Volunteer Role Description: Visitor Welcomer



Primary Role - Welcomer

- This is a visitor facing role that would suit someone who enjoys engaging with the public and creating a friendly and welcoming environment.

Overview

- To be one of a team of volunteers led by the Visitor Centre Manager who act as an initial point of contact between visitors and the museum.
- Vacancies for Visitor Welcomers exist on all days when the Museum is open to the public. This may be on a Tuesday (the one day a week the Museum routinely opens to the Museum) and/or a on family open day/special event of which there are around 20 every year (on a Sunday or bank holiday). The Museum is usually open 10am-4pm - Welcomers may be prefer to attend for all or part of an opening (minimum commitment 2 hours).

Responsibilities and Duties

- To meet and greet visitors to the museum.
- To direct visitors to the cafe, shop or entrance desk depending on their requirements.
- To answer any initial queries visitors may have about the museum and its collection or direct them to another volunteer for help.

Secondary roles (E.G, during busy periods or staff shortage)

- By agreement, to assist in the shop, cafe and/or on the entrance desk.

Personal Qualities

- This would suit someone with a friendly personality, clear communication skills and a willingness to contribute to the overall visitor experience.

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Knowledge and Experience

- No specific experience is necessary. It is hoped, however, that with training and time a good understanding of the museum and its collection will be obtained.

For more information about the role please contact us at
volunteering@waterworksmuseum.org.uk

For more information about the Museum please visit
www.waterworksmuseum.org.uk

Waterworks Museum - Hereford is committed to providing equality of opportunity and welcomes all applications for volunteer roles.