

WELCOMER

What does the role involve?

Welcomers are members of the Visitor Experience team who are all recognisable by their apron uniform. Welcomers help visitors get the most out of their day. The day starts with a briefing.

Tasks include:

- Providing a friendly greeting for all visitors on arrival
- Listening to visitors' needs and helping them plan their day
- Informing visitors about current exhibitions, events & facilities
- Assisting in queue management and identifying visitors who have bought tickets in advance
- Becoming familiar with the local area and answering visitors' questions about places to visit, transport, bike hire and walking routes.
- Greeting large groups, including schools on weekdays
- Engaging with visitors at an activity table and maintaining good presentation
- Being an advocate for forthcoming exhibitions and events tickets, and the benefits of becoming a member

Welcomer shift options

Welcomers each have a regular volunteering slot which is theirs until they end their volunteering. Shift options are:

- morning 9.45 – 1.00 *or* afternoon 12.45 – 4.00
- weekly (Monday – Friday) *or* fortnightly (Saturday or Sunday)

This is an on-going role and we ask that applicants consider a commitment of at least 5 months. When this role is advertised, the vacancies are listed.

Skills and experience

The museum is looking for people with:

- A genuinely welcoming manner and excellent customer service skills
- Ability to be proactively helpful and exceed visitors' expectations
- Willingness to learn information and keep up-to-date
- Ability to take instruction and ability to act on your own initiative
- Fluent and clear spoken English
- Confidence in approaching and speaking to a variety of people
- Ability to be physically active for the 3-hour shift

Please do not apply unless vacancies have been advertised. However, if you would be happy to do this role on a Saturday or Sunday, please ask to be put on the mailing list.