

welcomer

The Design Museum displays the best in contemporary design across a range of disciplines: architecture, transport, product, fashion and graphic design. It is our wish to give all our visitors the very best experience from the moment they arrive, to the memories they share with friends and family after they have left.

what does the role involve?

Welcomers are the first people visitors meet on arrival at the museum. As members of the Visitor Experience team, you would greet visitors on arrival, listen to their needs, orientate them, answer questions and help them get the most out of their day. The day starts with a briefing.

Tasks will 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 their own regular volunteering shift. Options for volunteering are:

- morning (9.45 – 1.00), or afternoon (12.45 – 4.00)
- once a week (Mon-Fri), or once a fortnight (Sat or Sun)

We ask that applicants consider a commitment of at least 6 months.

NB. Please note current vacancies below

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
am		X			X	X	X
pm	X	X				X	X

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 speaking to a variety of people
- Ability to be physically active for the 3-hour shift

You do not need to have any knowledge of design, but an interest helps

The Design Museum offers volunteers...

- An excellent induction and on-going support
- Reimbursement of out-of-pocket travel expenses up to £12 per day
- Access to Design Museum exhibitions free-of-charge
- Discounts in the Design Museum shop
- Free tickets, when available, to museum events/talks

To apply

Please complete a Welcomer application form and send to

email: volunteer@designmuseum.org.

If your application is successful, the Visitor Experience team will be in touch to arrange an informal interview to discuss the role.