



# Become a Front of House Volunteer

## Front of House Volunteers

This is a unique opportunity to join our new Front of House volunteer team at the brand new RLC Museum at Worthy Down, Winchester. We are looking for enthusiastic volunteers to support the RLC Museum Front of House team in providing a warm and friendly welcome to our visitors, enabling them to feel safe and confident whilst having a fantastic museum experience.

### What you will be doing:

- Give a friendly and customer focused welcome to all visitors and to ensure they leave having had an enjoyable and memorable experience.
- Assist visitors in navigating the Museums one-way system.
- Create a welcoming and accessible atmosphere by signposting visitors to museum resources that will enhance their visit.
- Assist our Front of House team to ensure the smooth running of the public areas of the Museum.
- Assist with the daily running of the shop located at Front of House. This will include assisting with shop sales and re-stocking shelves.
- To answer reception telephone calls and pass them onto the appropriate staff member if applicable.
- Assist with the opening and closing of the museum.
- Support the Front of House team by carrying out light cleaning duties.
- Assist the Front of House team in carrying out the evacuation procedure.
- Ensure vigilance at all times regarding the safety and security of our collection and visitors.
- Develop a basic knowledge of the Museum and our collection, so that any questions from visitors can be dealt with in a professional manner.
- To understand and uphold the ethos of The RLC Museum.
- General Ad hoc duties.

### Required hours:

- There will be 2 shifts per day from 9:00 - 12.30 and 12.30 - 16.15. You can choose to do regular or ad hoc shifts however; we are ideally looking for volunteers who can commit to a minimum of 1 shifts per week.
- Please note that The RLC Museum is open Tuesday to Saturday from 09:30 –16:00
- We are looking for Front of House volunteers starting from 18 May 2021.

If you are interested in applying for this position or have any questions, please email [information@rlcmuseum.com](mailto:information@rlcmuseum.com) to request the Volunteer Application Form.

Volunteers should be aged 18 or over