

## National Civil War Centre – Newark Museum Volunteer Roles

### VOLUNTEER ROLE DESCRIPTION – VISITOR WELCOME

**Purpose of role:** To provide a welcoming and friendly reception for Centre visitors, providing information and assistance to help visitors to maximise their enjoyment and understand the comprehensive visitor offer.

**Responsible to:** Visitor Services Team Leaders

**Working closely with:** Museum Manager, Visitor Services team

**Location:** National Civil War Centre – Newark Museum

#### Main responsibilities and tasks:

- Welcome all visitors to the National Civil War Centre – Newark Museum
- Be well informed of all facilities, events and exhibitions taking place in at the Centre and to actively promote these to enhance the enjoyment of visitors. Hand out guidance materials and explain our facilities
- Assist visitors in using the interactive facilities around the museum and answer general enquiries about the building, exhibitions, activities and local history
- Be well informed of all facilities, events and exhibitions taking place in the Museum and to actively promote these to enhance the enjoyment of visitors
- To answer general enquiries about exhibitions, museum activities and local history
- Assist staff with shop operation and stock
- Work collaboratively as part of a team of volunteers and staff
- Attend regularly as agreed in the volunteer rota, and to let the appropriate Team Leader know in good time if unable to attend
- Attend meetings, development opportunities and other duties associated with the role
- Observe and implement relevant policies including; Equality and Diversity, Health and Safety and Safeguarding Policies for which training will be given

#### Useful information

We recognise that most volunteers would benefit from some training to fulfil this role and offer a comprehensive induction course to all new starters. Volunteers receive ongoing support from staff and the opportunity to work with a mentor to help, identify and develop skills and gain experience. There will be regular volunteer meetings, development meetings and bi-monthly newsletters of upcoming events and news.

There may be opportunities to work towards an accredited qualification e.g. N.V.Q. Customer Care or Heritage.

Volunteers are reimbursed out-of-pocket expenses for travel. Volunteers are covered by public liability insurance while volunteering within the Centre.

#### **PERSON SPECIFICATION – VISITOR WELCOME**

- Good interpersonal and communication skills and the ability to provide a friendly welcome
- Confidence and ability to deal with basic enquiries, and an understanding of when to pass more complex enquiries to staff
- An enthusiasm for the Centre and its aims
- Ability to follow basic security procedures
- Ability and commitment to volunteer on a regular basis, including weekends and evenings
- Vigilance and an understanding of the need to keep visitors and exhibits safe
- A co-operative approach to working with other volunteers and staff as part of a team
- Willingness and ability to attend training and meetings
- A commitment to working with all sections of the community and to providing additional support to those visitors who may need it