

Visitor Welcome Volunteer

Location: Reading Museum

Role description

We are particularly looking for volunteers who can help at weekends

Suitable for volunteers who are 18 years and over.

Why we want you?

You will help our gallery team to provide an exceptional welcome to visitors.

You will support staff in welcoming visitors and generating income for the Museum. You will also encourage visitors to complete surveys, or interview visitors about their visit to the Museum

We are looking for confident and friendly individuals who have the skills and personality to promote the museum whilst providing an excellent welcome experience for our visitors.

What does a Visitor Welcome volunteer do?

- Supporting a dedicated and experienced gallery team by welcoming visitors
- Encouraging visitors to make a donation and explaining how their visitor donations will help the museum
- You will be based either at the museum entrance or in one of the galleries
- A rest break will be arranged mid-shift



This role will suit you if you are:

- A people person
- Able to work as part of a team
- Confident, outgoing and polite
- Enthusiastic
- Willing to engage with members of the public
- Self-motivated and pro-active
- Have good communication skills
- Experience in a customer-facing role (such as fund-raising or sales) would be useful, but not essential as full training and support will be given

- Please note that this role is for volunteers aged 18 and over

What will you gain in return?

- Meet a wide range of people
- Develop your communication skills
- Learn more about museum visitors' services
- Being part of a friendly team and make new friends
- Gain some new skills for your CV

How much time will you need to give?

Suggested shifts are 10:00 to 13:00 and 13:00 to 16:00 on days we are open to the public (Tuesday to Saturday and some Sundays).

This role is available on a rota, and you may like to sign up to volunteer once a week. This can be flexible, as volunteers will help throughout the month, and it doesn't need to be a set day.

Who does the role report to?

Visitor Services Officer – Lucy.Griffin@reading.gov.uk

To apply

Please complete your volunteer registration form [on our volunteering platform](#).

If you are using a mobile or tablet, once you click 'Fill in an Application', look out for the suggestion 'It looks like you are on a mobile device. For a better experience on smart phones, go to Mobile Application Form' and click on the link it suggests.

*Please ensure you tick '**Visitor Welcome Volunteer (Reading Museum)**' in your 'Interests' section under My profile, when registering.

When you are happy with your application, please don't forget to click SUBMIT – otherwise we will never receive your form!

Matching to the role

We often find that more volunteers apply for the role than we have vacancies.

You are welcome to attach your CV if you wish, but please include key relevant information when answering the application form questions, as this may be used if we need to shortlist from a larger group of applicants.

A hard copy application form is available for those who are not confident in using computers or have limited digital access.

Please email VolunteeringHQ@reading.ac.uk and we can send you a Word application form which can be completed digitally, or printed and handed in.

If you are shortlisted for this role, we will be in touch directly soon after the closing date and invite you to by an informal interview with Sheila Fisher (Museums Partnership Reading Volunteer Coordinator) and Lucy Griffin (Visitor Services Officer), where you can have an opportunity to tell us about your interests and experience, and ask us some questions.