

## Visitor Welcome and Donations volunteer

### Location: Reading Museum

#### Role description

##### What is our new Visitor Welcome service?

Reading Museum has provided visitors with opportunities for learning, inspiration and enjoyment since 1883. Today, we have almost 500,000 accessioned objects of archaeology, art, natural history, social history and world cultures.

As a central part of Reading's history and culture, the Museum provides access to important collections and actively engages with local communities, providing visitors with a fun, informative and memorable experience.

Visitor giving is an important part of the Museum's income and we receive many kind donations from visitors every day. Maximising these charitable donations will help towards the cost of caring for our collections and making them accessible to all now and in the future.

We aim to ensure all visitors, regardless of whether they make a donation or not, leave Reading Museum with a positive impression of the venue and our staff.



##### Why we want you?

You will join a small team of volunteers who offer support to staff in welcoming visitors and generating income for the Museum. You may be doing some surveys and interviewing visitors from time to time.

##### What does a Visitor Welcome and Donations volunteer do?

In this volunteer role you will be supporting a dedicated and experienced gallery team by welcoming visitors, asking for a donation and explaining how their visitor donations will help the service.

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

**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
- Have some experience in a customer-facing role

**What will you get out of it?**

- 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?**

The museum is open Tuesday to Saturdays and a small team of volunteers support staff throughout the week. Typically, regulars in this team volunteer on a particular day during the week.

**To apply**

Read through our volunteer policy (found under 'Get Involved' at [www.readingmuseum.org.uk](http://www.readingmuseum.org.uk)) and complete the volunteer registration form.

Email your form to [museum.visiting@reading.gov.uk](mailto:museum.visiting@reading.gov.uk)

If we think you are suitable for this role, we will invite you to Reading Museum for a brief chat.