

Carisbrooke Castle Museum

Volunteer Role Profile: Visitor Welcome

Role title	Visitor Welcome (Front of House) Volunteer
Purpose of the role	Providing a warm welcome to all visitors to the museum
Key activities	<p>Tasks for Visitor Welcome (Front of House) Volunteers include:</p> <ul style="list-style-type: none">- Being stationed at the museum front desk and providing a warm welcome to all visitors- Providing information and guidance and answering questions to the best of your ability- Monitoring the museum's public spaces (eg. via the CCTV monitor or by occasional patrolling)- Being vigilant for any issues with the museum or displays and reporting these to museum staff- Responding to (rare) complaints and directing these to the appropriate person to deal with as necessary (eg. English Heritage or museum staff)- Assisting with other occasional tasks in relation to museum visitors as directed by museum staff (eg visitor surveys, selling family trails, selling items from the museum 'shop')- During the closed winter season there are also opportunities to help with the museum's programme of events if desired. This includes tasks such as: welcoming attendees and checking tickets; serving teas and coffees; and helping to set up/pack away the event (eg. chairs, tables etc).
Experience, skills and/or qualifications	<p>The most important quality for Visitor Welcome Volunteers is an open and friendly manner, enabling you to provide a warm welcome to all. As the 'face' of the museum you should be able to communicate clearly and appropriately with a wide range of visitors of different ages and backgrounds.</p> <p>An interest in history is an advantage but no prior knowledge about the history of the castle or the Isle of Wight is required.</p> <p>Throughout the season there is significant variability in visitor numbers so the ability to be flexible to deal with very quiet or very busy times is important.</p> <p>A reasonable level of vigilance is required to help ensure the museum and its visitors are kept safe at all times.</p>
Practicalities	This role is based in the museum, on the site of Carisbrooke Castle.

	<p>Most of our Visitor Welcome Volunteers help as part of a regular rota with a slot of between 2 and 4 hours once a week during our open season (currently mid-February to end October). Regular shifts are 10:30 am – 1:30 pm for a morning slot, and 1:30 pm – 4:45 pm for an afternoon slot. Some volunteers help more or less than this; a convenient time to volunteer will be discussed with you.</p> <p>Most of our volunteers work in groups of two or three and there is always a member of staff on site.</p>
Benefits for volunteers	<p>Unfortunately, we are unable to pay travel expenses for volunteers based at the museum.</p> <p>Tea and coffee is provided and parking is free in the castle carpark (with a volunteer parking pass).</p> <p>Entry to Carisbrooke Castle is free (except on special event days when there may be a small fee, please remember to show your name badge on entry).</p> <p>Volunteer briefings and training are provided as necessary. All volunteers are invited to a Christmas social event.</p> <p>References can be provided on request.</p>
Support provided	<p>On a day-to-day basis, Visitor Welcome Volunteers are supervised by the member of museum staff on duty. The volunteering rota is coordinated by Hannah Isaac, Administration Officer.</p> <p>Should you have any concerns or complaints the on-duty staff member is unable to deal with these can be reported to the Museum Manager (Lee Donald) in the first instance or the Chair of Trustees (Carol Alstrom) should you wish to take the matter further.</p>
For more information	<p>Telephone: 01983 523112 Email: info@carisbrookecastlemuseum.org.uk</p>