

Visitor Experience Volunteer Role Description

Petersfield Museum is looking for Visitor Experience Volunteers to help our visitors enjoy and engage with the Museum and its stories.

Responsibilities:

- Welcoming the public and orientating them at the start of their visit
- Selling tickets and products from the Museum shop
- Engaging visitors in the displays and stories the Museum tells
- Supporting visitors in getting the most from their visit by answering visitor queries and providing high-quality customer service
- Ensuring the Museum galleries are kept to high standards of presentation
- Leading short introduction tours on the Museum and object handling activities to enrich visitors' understanding of the Museum's displays
- Proactively promoting upcoming events and signposting other ways visitors can get more actively involved
- Supporting the gathering of visitor feedback
- Reporting any serious issues, concerns, accidents emergencies promptly

Commitment:

Volunteers are welcome to offer as much or as little of their time as they can give, but we do encourage individuals to commit to regular shifts. Our recommended commitment for Visitor Experience Volunteers is one 3-hour shift per fortnight.

What we're looking for:

- Polite and friendly individuals over the age of 16
- A welcoming approach to working alongside the public
- An enthusiasm to develop knowledge of Petersfield Museum and its collections and share this in a positive and lively way
- Individuals who enjoy working as part of a small, dedicated team
- A positive attitude and willingness to offer help
- An interest in heritage, costume, art, archaeology or local history
- Confidence and enthusiasm for speaking with members of the public