

Volunteering at the Museum of Richmond: Visitor Services Volunteers



**MUSEUM of
RICHMOND**

The Museum of Richmond tells the story of Richmond from prehistory, through its rise in prominence as a royal residence in the medieval period to its modern status as a centre of the arts and fashion. We care for and give access to the rich history of Richmond through our permanent displays, temporary exhibitions, learning workshops and events programme.

Why does the Museum of Richmond need your support?

We need friendly and enthusiastic volunteers to give visitors a warm and inviting welcome when they arrive at the Museum and to be on hand to answer any questions they have during their visit.

What will you be doing?

The purpose of the Visitor Services Volunteer role is to support visitors throughout their visit, ensuring it is as enjoyable as possible. You will be answering their enquiries, guiding them to facilities in the Old Town Hall as needed, as well as carrying out sales in the Museum's shop.

You will need to:

- Engage with visitors of all ages and backgrounds, providing information about the Museum and the history of the Borough
- Warmly welcome visitors when they arrive and provide them with the information they need to ensure they can make the most of their visit
- Be approachable and friendly, happy to chat with visitors and make them feel at ease
- Help the Museum record important Visitor data, such as the number of visitors throughout the shift and encouraging visitors to complete a feedback form at the end of their visit
- Be comfortable and confident in using a till and card payment machine for shop sales and visitor donations
- Be physically fit. The Museum is based on the Second Floor of the Old Town Hall and whilst there is lift access, we cannot guarantee it will always be in working order so volunteers will need to be able to climb the stairs from street level to the second floor

What qualities, skills and experience do you need?

- A friendly, enthusiastic and approachable manner.
- Confidence to engage and communicate with people of all ages, backgrounds and nationalities.
- A willingness to learn more about the History of Richmond and the Museum's displays
- Experience in roles that have involved dealing with the public would be desirable.

How much time will you be expected to give and when?

- 2 to 3 hours a week, depending on the shift
- We ask volunteers to sign up for a shift and then come in the same time and day for at least 6 months. This ensures you remain familiar with the Museum, its displays and tasks like operating the till.

The shift patterns are as follows:

- Tuesday to Friday: 11am to 2pm and 2pm to 5pm
- Saturdays, April to September, 11am to 2pm and 2pm to 5pm
- Saturdays, October to March, 11am to 2pm and 2pm to 4pm

What can you expect from us?

- To be treated fairly and with respect.
- To be recognised and appreciated for your contributions.
- To have an enjoyable experience in a fascinating environment.
- To be provided with training including familiarisation with the site and staff, Health and Safety, and the Museum's displays and temporary exhibitions.
- Opportunities to meet and socialise with other Museum volunteers

What will we expect from you?

- To be the friendly face of the Museum of Richmond
- To enhance the visitor experience.
- To attend induction and training sessions.
- To understand and follow our security, safety and evacuation procedures.
- To maintain positive working relationships with staff, other volunteers and members of the public.
- To be reliable in attendance

If you are interested in volunteering at the Museum of Richmond, or have any further queries regarding this role, please contact the Museum by emailing info@museumofrichmond.com

This document is intended as a guide to volunteering at the Museum of Richmond and is not legally binding.