



Volunteer:

Museum Welcome & Experience Volunteer

Be the first impression, and the friendly expert, for the Museum of Richmond.

The Museum of Richmond connects a royal past with the cutting-edge culture of today. We believe in making history accessible to everyone. Your role as a **Museum Welcome & Experience Volunteer** is vital: you're the face of the Museum, ensuring every visitor has an unforgettable experience.

💡 The Value of This Role – to YOU

This is more than greeting people. It's a chance to quickly gain **professional communication, customer service, and retail experience** for your CV or university applications.

- **Boost Your Soft Skills:** Practice advanced interpersonal communication and problem-solving in a fast-paced public environment.
- **Retail & Data Exposure:** Get hands-on experience with modern **Point-of-Sale (POS) systems** for shop sales and learn basic visitor data tracking.
- **Short, Focused Shifts:** Perfect for fitting around studies or a demanding schedule, with shifts as short as **2–3 hours** (Tuesday–Saturday).
- **Become a Local Expert:** Learn fascinating stories about Richmond's history and share them with the public.

🎯 Your Core Tasks

Your primary purpose is to elevate the visitor experience from the moment they walk in.

- **Personalised Welcome:** Be the approachable, friendly face greeting every guest. Give them the essential info they need to navigate the Museum and make the most of their visit.
- **Expert Guidance:** Be ready to answer questions about the Museum, the current exhibitions, and the history of the Borough. You'll also guide visitors to facilities within the Old Town Hall.
- **Retail & Revenue Support:** Confidently manage the small Museum shop, processing sales and donations using our till and card machine.
- **Impact Tracking:** Help us measure our success by recording visitor counts and encouraging guests to share their experience via short feedback forms.

☀️ What You Need to Bring

We're looking for personality and reliability above all.

- **People Person:** You have a genuinely **friendly, enthusiastic, and approachable manner**. You're happy to start conversations with people of all ages and backgrounds.
- **Confidence:** You feel comfortable engaging with the public, explaining complex information clearly, and handling simple transactions (using a till).
- **Curiosity:** A willingness to learn the key stories and facts about Richmond's history and displays.
- **Physical Readiness:** The Museum is on the Second Floor of a historic building (Old Town Hall). While there is a lift, you must be able to climb the stairs in case the lift is temporarily out of service.

Time Commitment & Scheduling

- **Commitment: 2 to 3 hours per week** on a set day/time. We ask for a commitment of at least **6 months** to help you build confidence and familiarity with the Museum and your role.
- **Shifts:** Flexible, short shifts available Tuesday through Saturday.
- **Current vacancies include:**
 - Wednesdays, 2pm to 5pm*
 - Alternate Saturdays, 10am to 1pm*
 - Saturdays, 1pm to 4pm*

The Museum's Promise to You

- **Respect & Appreciation:** We commit to treating you with respect and consistently recognizing your vital contributions.
- **Full Training:** You'll receive comprehensive training on site safety, customer service protocols, and the Museum's history and exhibitions.
- **Community:** Opportunities to meet and socialise with a friendly and engaged team of staff and fellow volunteers.

Interested? Got questions?

To apply for this role, complete a [Volunteering Expression of Interest Form](#) and email it to: info@museumofrichmond.com

If you have any questions, contact the Museum by emailing: info@museumofrichmond.com

Important Note

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