

Front of House Volunteer Role Description

As a Front of House Volunteer at the Museum of Farnham, you will help our visitors enjoy and engage with the Museum and its stories.

Responsibilities:

- Welcoming visitors on arrival to the museum, and orientating them at the start of their visit.
- Engaging with visitors in the galleries.
- Answering enquiries and providing high-quality customer service.
- Supporting the gathering of visitor feedback.
- Encouraging donations and sales in the Museum shop.
- Proactively promoting upcoming activities, events, and exhibitions.
- Ensuring the galleries are kept to high standards of presentation by carrying out the museum cleaning schedule.
- Reporting any serious issues, concerns, accidents, and emergencies.

Training will be embedded in the role, and you will work alongside the Collections and Exhibitions Officer to ensure you feel confident in carrying out the tasks you are involved in.

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. We ask volunteers to commit to a minimum of one 3-hour shift per week, 10am-1pm or 1pm-4pm.

What we're looking for:

- Polite and friendly individuals over the age of 18.
- An interest in museum collections, heritage, research, costume, art, archaeology, or local history.
- An enthusiasm to develop knowledge of Museum of Farnham 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 throughout your volunteering shifts.
- Confidence, enthusiasm, and a welcoming approach to working with the public.