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| Classic Boat Museum Volunteer Role Outline  Front of House |
| **Location**  You will be based at either the Gallery in East Cowes or the Boat Shed in Cowes. There may be times when we ask if you would like to cover at the site other than your normal place of volunteering. |
| **Times, days and frequency we’d like you to be available**  Ideally, we would like you to volunteer with us for one session a week. More sessions will be available if you can commit to them. The Boat Shed is closed to the public during November to March. If you would like to be based at the Boat Shed for most of the year, there will be the opportunity to come across to the Gallery during closure. We also hold volunteer coffee mornings, celebration events and training days. |
| **Line management**  Our volunteers are managed by the Chair/Deputy Chair. You will also have a key volunteer contact within your area who you can turn to for advice and support about your role. These ‘senior’ volunteers have been with us for a number of years and are a friendly face to help you within the day to day running of our museum. |
| **Purpose of role**  To open up the museum for public entry and be the first point of contact to all who enter our museum, providing a welcome to all museum visitors. |
| **Tasks involved in this role**  Greet all people with a smile and a warm welcome as they enter the museum.  Use our till systems to issue tickets and collect data for gift aid.  Give information and advice to museum visitors.  Monitor the museum’s spaces via CCTV or by regularly checking them on foot.  Give feedback when any issues to the exhibition arise.  Talk to the public about any visitor surveys or children’s trails the museum are running.  Following training and with supervision, make the museum ready for opening to the public as per the operating system handbook. |
| **Skills and abilities**  You do not need to know about boats or yachting! An enthusiasm for heritage and history would be great but the most important part is that you like talking to people and making them feel welcome. This will require good communication skills and flexibility to deal with times when we are busy. If you do have any other specialist knowledge or skills that we might be able to use, then please do mention them to us. |
| **How we will support you**  You will find that our volunteers are a friendly and supportive group who are passionate about our museum and are integral to its success. Volunteers take an active role in decisions relating to how our museum is run and are able to get involved in exhibitions and events throughout the year. As a volunteer with us you will receive complementary tea and coffee whilst volunteering and you and your family will receive free entry to the museum.  We offer opportunities to take part in training and hold regular volunteer events to say thank you for supporting us. |
| **Further Information:**  If you are interested in this or any other role, please contact us to discuss on:  Telephone: 07738 990 160  Email: victoria@maritimeisle.org  We look forward to hearing from you. |