

VOLUNTEER ROLE DESCRIPTION

Welcome Host

Responsible to: Head of Operations

Purpose of role

The role of the Welcome Host Gallery Steward is to be present within the atrium to welcome visitors, provide orientation information and general guidance and support to enhance the visitor experience. The Welcome Host is responsible for answering visitors' enquiries, helping with way-finding and alerting the Visitor Services or Facilities teams to any maintenance or security issues that may arise.

Key Tasks for this role may include:

- Welcoming visitors as they enter the atrium, ensuring every visitor has an exceptional experience
- Providing information and directing visitors as required
- Promoting public understanding of the collections and the story of Dorset
- Promoting activities and events that are happening at the time of the visit
- Alerting Visitors Services staff to any maintenance issues
- Developing an understanding of access needs of visitors

We are looking for someone who:

- Is friendly and engaging, a good communicator and able to work under pressure
- Enjoys working and interacting with the public
- Understands the need to provide an exceptional experience for every visitor
- Has an interest in Dorset and the subject areas covered by the Museum & Art Gallery

Support and training

Full induction training to include Welcome Host, an internationally recognised standard Training, instruction and guidance around Museum objects and collections if and where necessary Opportunities to take part in sector training offered by South West Museums Development Programme and the Dorset Museum Association



Rewards

- 10% discount in the shop and café
- Unlimited free entry to the Museum & Art Gallery (once you have contributed regularly as a volunteer (approx. 50 hours per year).
- Free refreshments when on duty
- The chance to learn new skills and build up existing ones
- The opportunity to make new friends and work within a team
- Regular social events
- Regular volunteer Newsletter
- The opportunity to work with, and support the preservation of, a nationally important collection

Volunteer hours

Volunteers are requested to commit a minimum number of hours to this role and be prepared to be included on a rota to support the visitor welcome. The minimum commitment is unlikely to be less than four hours a week.

General

- To comply with the terms of the Museum's Volunteer Agreement, Volunteer Policy and the Volunteer Handbook
- To comply with the Health and Safety Policy and to bring to the attention of the Facilities Manager in the first instance any issues relating to the health and safety of employees, visitors or volunteers.
- To comply with the Safeguarding Policy and to bring to the attention of the named Safeguarding Officer any issues relating to Safeguarding of Children, Young People and Vulnerable Adults.
- Ensure that your name badge is visible at all times when working in the public areas of the Museum & Art Gallery.

We actively encourage people from communities that are under-represented in the UK museum, arts and heritage sector to apply to join us, and bring their talent, experience and expertise to Dorset Museum.



Expenses are not available for this role, unless for a short-term placement where the volunteer is in full-time education.

The details contained in this volunteer role description reflect the content of this volunteering role at the date of being prepared. It is however possible that over time the nature of the role will change. Therefore, this volunteer role description may, from time to time, be revised.

The existence of this role description neither intends nor implies that any employment relationship is to be created either now or at any time in the future.