



Front of House Volunteer Role Profile

Reporting to:

Museum Assistant Team Leader / Duty Manager

Role and responsibilities:

- Be one of our first points of contact within both the museum gallery and reception area, giving visitors a warm welcome.
- Offer directions and provide information to visitors, about the museum and Florence Nightingale.
- Assist staff by being our eyes and ears in the gallery and reception, keeping all areas tidy and well-presented and reporting any problems.
- Help us to understand our audiences by encouraging visitors to take part in our visitor surveys and assist with recording visitor engagement data.
- Learn how to operate the till (optional)
- Run object handling sessions (optional)
- Conduct short tours and talks (optional)

Who are we looking for?

If you are aged 18 or over, are friendly and welcoming, and are interested in supporting the museum, we want to hear from you!

The role will suit someone who:

- Enjoys working with people of all ages
- Has good verbal communication and customer service skills, or wishes to improve these skills
- Has the ability to take initiative and work well independently or as part of a team
- Has an interest in museums and history, in particular nursing history
- Would like experience of working front of house in a museum
- Has an interest in visitor surveys and evaluation of visitor experience

Your commitment to us:

- Ideally one day a week for a minimum of 4 hours
- A period of at least 3 months to enable us to invest time in training you and to offer a fuller experience

- To work within our procedures including all those relevant to Health and Safety and the security of our collections
- To work within our Equality and Diversity policy, being respectful to individuals, whether they be customers, staff, volunteers or others in the museum.

What we can offer you:

- Opportunity to gain experience working in a museum environment
- Opportunity to develop new skills and gain valuable work-related experience
- Opportunity to develop communication skills and gain experience in working with people of different ages and backgrounds
- Opportunity to engage with history
- Reimbursement of out-of-pocket expenses in line with the Museums policies

Next steps:

Complete the application form and email to: info@florence-nightingale.co.uk. We will then be in touch with you to discuss your application.