



Reg. Charity No. 1187853

Court Garden, Pound Lane, Marlow, Bucks SL7 2AE

Welcome Volunteer Role Description

About the role and key tasks:

Our Welcome Volunteers are responsible for delivering the day to day operations of the museum enabling the museum to offer regular visitor opening hours. This role is public facing and requires volunteers to frequently interact with visitors contributing to their enjoyment of their museum experience.

As part of this role you will need to:

- Greet visitors with a warm and welcoming manner
- Be friendly and informative.
- Engage visitors with the collection and interpretation panels
- Ensure vigilance at all times regarding the safety and security of our collection and our visitors.
- Be present promptly at the museum to prepare for opening
- Help visitors to find their way and enjoy their experience of the museum
- Enable purchase of exhibition booklets and other items on sale, using contactless payment where possible.
- Complete basic housekeeping tasks to keep the museum clean and tidy
- Alert the Duty Manager to any maintenance issues

You will be supported by the Visitor Operations and Volunteer team leaders and the Museum Development Project Manager

Skills, experience and qualities

No previous experience is required for this role. We will support volunteers to learn new skills and increase experience if required.

We hope you will bring to the museum:

- A friendly and engaging manner
- Good communication skills
- Enjoyment of interacting with the public
- Understanding of good customer service
- An interest in Marlow and the surrounding areas covered by the Museum
- A high level of punctuality and reliability
- Ability to follow procedures but use own initiative and seek advice when appropriate
- A willingness to learn
- The ability to work within a team and interact positively with other volunteers

We will offer you:

- Opportunities to learn new skills and build up existing ones

- The opportunity to make new friends and work within a team
- Reimbursement of reasonable travel expenses
- Discount in the M Cafe
- A programme of social events
- A regular Newsletter

Volunteer hours:

Flexible. We encourage people to volunteer for a two hour shift during our regular opening hours. Longer shifts (up to four hours) are available if requested. Visit our website for current opening times.

If you would like to volunteer for a different length of time please let us know as we would be happy to discuss how this might work.

Location

Marlow Museum, Court Gardens, Pound Lane, Marlow, SL7 2AE

Training and other opportunities

All training for the role will be provided including an induction to the museum. Training specific to this role will include customer service, making shop sales and taking card payments, exhibition related training.

The museum organises a programme of volunteer social and training events throughout the year for all volunteers including a monthly informal meet up in the M cafe.

If you have particular interests or needs please highlight these to us so we can make any necessary adjustments.

Application process

Please contact us to discuss volunteering at the museum or request an application form. Alternatively you can complete the online application form via this link.

Following receipt of your interest in volunteering we will invite you to meet a member of the existing team. In this meeting we will share our volunteer agreement with you which outlines in full what you can expect from the museum and the behaviours we expect from our volunteers. **Please contact us if you would like to see a copy in advance of an introductory meeting.** We will also discuss any training you might need and other opportunities and benefits related to being a volunteer at Marlow Museum.

All roles at the museum include a trial period to ensure the role is right for you and the museum team.