

VOLUNTEER ROLE DESCRIPTION

OPEN HOUSE ROLES

Welcome Volunteers, Explore Volunteers & Guided Tours Volunteers

WHO IS THE VOLUNTEER RESPONSIBLE TO?

Visitor Experience Duty Manager

WHAT DO THE ROLES INVOLVE?

Somerset House is participating in Open House London 2019 on Saturday 21 & Sunday 22 September and we want volunteers to WELCOME and help our visitors to EXPLORE various interesting spaces here, their hidden histories and odd facts and GUIDE groups on three different tours. We'll supply the information, training and support but will need your enthusiasm and interest.

Open House is London's largest festival of architecture and design where over 800 buildings across London open their doors to the public for free.

Join our team over these two special days of tours and more to welcome and help visitors to explore the secret parts of Somerset House usually hidden from public view.

Tours Guides will deliver scripted 45 minute tours for visitors. Tours include our *New Wing Studio Spaces*, *Film Locations at Somerset House* and *Hidden Traces* (an historical narrative of Somerset House when it was home to three Stuart Queens).

Tours Helpers will assist the groups around each tour route, ensuring visitors stay together etc.

- Assisting the guide with the collection of tickets and monitoring the groups' passage along the route

Explore Volunteers will rotate between various special spaces at Somerset House:

- Sharing information about each *Explore* location
- Advising visitors about Somerset House, it's programme of exhibitions and events, and other activities and facilities at Somerset House

Welcome Volunteers will be stationed at our entrances and in the courtyard:

- Providing information about Open House, what's on and where things are
- Distributing children's activity sheets

WHAT SKILLS AND QUALITIES ARE REQUIRED FOR THE ROLES

- A willingness to acquire knowledge about the event and Somerset House, its facilities and activities and to communicate that effectively to visitors
- Good communication skills and confidence talking to the general public
- Ability to work under minimal supervision as part of a team and to be punctual and reliable

This role would suit someone who

- Takes pride in offering excellent visitor service
- Enjoys talking to and with visitors and is able to engage with a diverse range of visitors
- Is flexible, adaptable and able to respond to fluctuating activities and busy periods
- Is able to stand/move around for the whole session (will include breaks)

WHEN?

Open House London 2019 runs on both Saturday 21 and Sunday 22 September 2019

Sessions are 10:30 to 18:15 on both days and will include breaks

Volunteers who are available for both sessions are preferred but all help is welcome

TRAINING SUPPORT AND SUPERVISION

Volunteers will need to attend a training and orientation session prior to volunteering.

Thursday 12 September 11:30 to 14:00 (Tours) OR 17:00 to 19:30 (Explorer/Welcome)

Tuesday 17 September 11:30 to 14:00 (Explore/ Welcome) OR 17:00 to 19:30 (Tours)

WHAT ARE THE POSSIBLE BENEFITS TO THE VOLUNTEER?

- Be part of an exciting event at Somerset House
- Develop, enhance communication skills, experience dealing with public in an arts and cultural setting
- Travel and refreshment reimbursement available up to a set amount per volunteer session upon production of relevant receipts

If you continue as an active volunteer at Somerset House:

- Access to most on site exhibitions free of charge
- Discounts on most on-site shops and cafes
- Becoming part of a friendly and dedicated team
- Meeting people and making new friends
- Great personal satisfaction; you have an opportunity to make a real difference to our visitors' experience.