

VOLUNTEER ROLE DESCRIPTION

ROLE TITLE

Survey Volunteer

WHO IS THE VOLUNTEER RESPONSIBLE TO?

Marketing Officer / Visitor Experience Duty Manager

WHAT DOES THE ROLE INVOLVE?

Volunteers conduct face-to-face visitor feedback surveys within our exhibitions and at selected events. These volunteers are also a point of contact often providing the visitors with information about Somerset - what to do and where and promoting future attractions.

- Conduct visitor feedback surveys in events and exhibitions on site.
- Provide information about the exhibitions, and other activities and facilities at Somerset House

WHAT SKILLS AND QUALITIES ARE REQUIRED FOR THE ROLE

- A willingness to acquire knowledge about the exhibitions, 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 or own supervision, be punctual and reliable

This role would suit someone who

- Takes pride in offering excellent visitor service
- Is interested and enthusiastic about arts and culture
- 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 be mobile for the whole session (3 hours). This role is NOT at a desk.

WHEN?

Volunteers who are available for a **regular** session for a minimum of 3 months are preferred.

Sessions are mostly 3 hours in length and you can volunteer to suit your availability as long as it's within normal exhibition/event opening hours – generally between 11:00 and 18:00 Sat to Tue or 12:00 to 20:00 Wed to Fri and agreed in advance.

TRAINING SUPPORT AND SUPERVISION

Information session

Orientation, induction and training prior to start of volunteering

WHAT ARE THE POSSIBLE BENEFITS TO THE VOLUNTEER?

- 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
- Excellent induction and ongoing support
- Access to most on site exhibitions free of charge whilst an active volunteer
- Discounts on some on site shops and cafes
- Becoming part of a friendly and dedicated team
- Meeting people and making new friends
- Great personal satisfaction, since you have the opportunity to make a real difference to our visitors' experience.