

VOLUNTEER ROLE DESCRIPTION

ROLE TITLE

Information Desk Support

WHO IS THE VOLUNTEER RESPONSIBLE TO?

Visitor Experience Duty Manager

WHAT DOES THE ROLE INVOLVE?

Our Information Support Volunteers are often a visitors' first interaction with Somerset House.

They deal with enquiries from the general public as both visitors to Somerset House as well as to its cultural partners and many tenants.

Volunteers provide the most up-to-date and accurate information about our current exhibitions and activities at Somerset House and its' galleries as well as the facilities available across the site. They may also be called upon to provide information about the local area.

It is essential that Information Desk volunteers provide an excellent standard of customer service to all visitors by adhering to our Visitor Services' Aim

"To help visitors to explore, enjoy and relax at Somerset House"

To achieve this, our volunteers must be **Welcoming, Proactive, and Knowledgeable** and endeavour to **Make A Difference** to the visitors' experience.

WHAT SKILLS AND QUALITIES ARE REQUIRED FOR THE ROLE

- A willingness to develop an excellent knowledge of Somerset House, its galleries and their collections and the many activities and facilities available to visitors.
- The ability to communicate effectively with a wide range of people.
- A polite and friendly manner.
- A proactive approach to assisting visitors.
- Confidence working with the general public.
- Punctuality and reliability.
- 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

WHEN?

We prefer to take on volunteers who are regularly available for a minimum of six months. We hope you'll want to stay much longer. Sessions are fortnightly or can be every 4 weeks depending on your availability.

Regular volunteers have an ongoing role of one or more regular session/s per fortnight of either:

10:30am weekdays or 10:00am weekends to 2:00pm OR **2:00pm to 5:30pm.**

Floating volunteers provide cover for regulars in times of holiday, illness or other engagements.

Floater's nominate sessions that they can be contacted for.

TRAINING SUPPORT AND SUPERVISION

Information session

Orientation, and training by shadowing experienced volunteers

Ongoing support within the role to help you develop your skills in a visitor facing environment

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.