

VOLUNTEER ROLE DESCRIPTION

ROLE TITLE

Summer Welcome Volunteer 2019

WHAT DOES THE ROLE INVOLVE?

Our Summer Welcome Volunteers may often be the visitors' first interaction with Somerset House so it's essential that this is a warm and friendly welcome. This is a mobile and proactive role, at times working outside where you can share your knowledge of current exhibitions, events and activities at Somerset House as well as the facilities available across site. You will be out and about roaming between various entrances and in the courtyard and at times providing information about the local area. Welcome Volunteers greet visitors on arrival at the various entrances to Somerset House, listen to their needs, orientate them and help them to get the most out of their day.

- Providing a warm and friendly welcome and being an ambassador for Somerset House
- Sharing information about current or future Somerset House programme
- Sharing your knowledge of Somerset House history and its current facilities
- Handing out leaflets or maps, and restocking printed materials
- Monitoring the presentations of public areas and reporting to the Visitor Experience team any concerns
- Becoming familiar with local area and advising visitors where possible
- Greeting large groups as required – school/college groups
- Engaging with families with children to facilitate various activities
- At times supporting exhibitions, free events or activities on site

WHAT SKILLS AND QUALITIES ARE REQUIRED FOR THE ROLE?

- You should have a passion for excellent customer service, enjoy talking to the public and be comfortable and confident in a sometimes-busy environment
- A genuine, warm, friendly and polite approach to dealing with our visitors
- A willingness to develop knowledge of Somerset House and the many activities and facilities available to visitors
- Able to be physically active for a 4-hour session
- Fluent and clear spoken English

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 can engage with a diverse range of visitors
- Is flexible, adaptable and able to respond to fluctuating activities and busy periods
- Can stand and move around for the whole session (4 hours).

WHEN?

This role will run from 11 June to 15 September 2018

Volunteers who are **regularly available over most of this period for at three sessions each month are preferred**. We hope you'll want to stay on after the summer for other roles too.

Most sessions will be **Saturdays or Sundays 12.00-16.00** (includes breaks)

There will also be some **weekday evening sessions** from 17.00 to 21.00

TRAINING SUPPORT AND SUPERVISION

Potential volunteers need to be available to attend the following sessions:

- Information session on **Thursday 23 May 11:00 to 13:00 or 14:00 to 16:00**
- Training and orientation on **Monday 10 June 12:00 to 16:00**

We will provide 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 can make a real difference to our visitors' experience.