



Volunteer Role: Front of House Assistant

Purpose

Our Volunteer Front of House Assistants are extremely important to us and make a significant contribution to the smooth running of the Museum by assisting visitors in an informed and friendly manner. As the public face of the Heath Robinson Museum, they welcome visitors and are the first point of contact between the organisation and the public.

What's involved?

You will be responsible for providing a warm welcome to visitors, answering the phone and handling initial inquiries about school sessions or gallery hire. You will serve visitors in the shop and operate the electronic till system, getting to know shop stock so you can advise visitors. You will process admissions and Friends' Memberships, and sell tickets for special events. The Front of House Assistant will be responsible for keeping the reception area tidy, and restocking the museum leaflet rack. You will encourage repeat visits by promoting upcoming events and exhibitions and handing out relevant flyers.

What skills or experience will you need?

We are looking for friendly people who have good communications skills and are willing to work as part of a team. Good numeracy skills and willingness to handle card and cash payments are essential, as is willingness to use an electronic till system. Customer Care experience would be beneficial, but don't worry if you don't have any, as all necessary training will be provided and support will be on hand.

What's in it for you?

Volunteering with us is a great way of meeting people and learning something new whilst helping support a local charity. Volunteers need no prior knowledge of Heath Robinson and his work; we will provide you with all the training you need.

How much time do you need to give?

We ask you to commit to one half day a week, on the same day each week, and to a minimum of three months.

Location

The Heath Robinson Museum, West House, Pinner Memorial Park, West End Lane, Pinner, HA5 1AE

Contact

For an application form please contact Lucy Smith, Museum Manager
E: MANAGER@HEATHROBINSONMUSEUM.ORG T: 020 8866 8420