



## **Volunteer Role: Front of House Coordinator**

### **Purpose**

The Front of House Coordinator will play an important part in the smooth running of Front of House activities. He or she will recruit, organise and support the Front of House volunteers for the Heath Robinson Museum.

### **What's involved?**

The Front of House Coordinator will work with the Museum Manager to help advertise roles, administer applications and record information. You will be responsible for maintaining a rota of Front of House volunteers and programming extra volunteers for special events. You will coordinate cover for absences, covering volunteer roles as required. You will organise volunteer events and arrange training, providing support, and dealing with any issues and problems as they arise. You will produce a volunteer newsletter, and email team leaders to share updates and information on upcoming events. The Front of House Coordinator will be expected to remain in contact with volunteers by visiting the museum on an ad hoc basis.

### **What skills or experience will you need?**

We are looking for a friendly person, who is computer-literate, and has good communications skills. You should have experience and understanding of volunteering, good administrative skills, the ability to maintain confidentiality, and a commitment to equality and diversity. A background in Human Resources/Volunteer Management and knowledge of museum operations would be beneficial.

### **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. You 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?**

1 - 2 days a week (time to be arranged by mutual agreement).

### **Location**

Primarily home based, to include visits to the Heath Robinson Museum as necessary.

### **Contact**

For an application form please contact Lucy Smith, Museum Manager  
E: [manager@heathrobinsonmuseum.org](mailto:manager@heathrobinsonmuseum.org) T: 020 8866 8420