



## **Volunteer Role: Group Visits Coordinator**

### **Purpose**

The Group Visits Coordinator will play an important part in welcoming groups. He or she will coordinate all activities concerned with group visits for the Heath Robinson Museum. Group visitors are a valued part of the Museum's audience and we want to look after them well.

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

The Group Visits Coordinator will work with the Museum Manager to help promote group visits, respond to enquiries and make arrangements for visits. You will work with the volunteer Marketing team to identify the type of people who might want to book a visit, and channels for promotion, including developing a mailing list and sending emails to groups found on the Internet and elsewhere. You will send quotes, make appointments, arrange for volunteer guides to give tours and talks, liaise with catering providers if necessary and ensure that volunteers are available to staff the shop if the visit is outside normal opening hours. If you wish, you can train to give tours and talks yourself. You will advise the Manager and the Marketing Team on visitors' feedback and help us to improve our service.

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

We are looking for a friendly person, who is computer-literate, well-organised, self-motivated and has good communications skills. You should have an understanding of volunteering and a commitment to equality and diversity. An interest in art and museums, and an understanding of the needs of group organisers, would be helpful.

### **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 arts venue. 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