Volunteer Role: Front of House Assistant

Purpose
Our Volunteer Front of House Assistants make a significant contribution to the smooth running of the Museum by assisting visitors in an informed and friendly manner. They look after the front desk, welcoming visitors and selling tickets and shop stock.

What's involved?
You will be responsible for providing a warm welcome to visitors. You will serve visitors in the shop and operate the electronic till system. You will process admissions and Friends' Memberships, and sell tickets for special events. You will encourage repeat visits by promoting upcoming events and exhibitions.

What skills or experience will you need?
We are looking for friendly people who have good communications skills and can work as part of a team. Numeracy skills and willingness to handle card 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. Like all our volunteers, you will get a 10% discount in our shop, 10% off select event tickets when purchased at the till & free entry to museum exhibitions. We can reimburse public transport travel expenses up to £5 per day and provide free onsite parking for volunteers.

How much time do you need to give?
The Museum's opening hours are Thursday – Sunday 11am to 4pm, with volunteer sessions split into morning & afternoon sessions on those days. Morning sessions run 10:45-13:40 and afternoon sessions 13:20-16:15. We ask you to commit to either one session a week, or one every other week. We would particularly welcome applicants for Fridays and Sundays.

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

Contact
Lucy Smith, Museum Manager, Heath Robinson Museum, Pinner Memorial Park, West End Lane, Pinner, HA5 1AE E: manager@heathrobinsonmuseum.org T: 020 8866 8420