

Volunteer Role Description

Welcome Host

What is a Welcome Host?

Welcome Hosts are the first point of contact for visitors, providing a warm, welcoming and friendly greeting when they arrive. They engage and interact with visitors throughout the day, providing information on Gainsborough's House and the exhibitions, events and activities available. An approachable role, they are on hand to answer questions, help visitors and guests of the museum to orientate themselves and generally give them the information they need to ensure they have a comfortable, enjoyable and memorable visit. They make all the difference to every visitor's first experience at Gainsborough's House.

You will help to promote Gainsborough's House memberships, a vital source of fundraising and actively promote events and courses to help increase awareness, enjoyment and income. Helping to sell the Guidebook will contribute to increased income whilst sharing additional and detailed knowledge in another form of learning.

What's in it for you?

- Becoming part of a friendly and dedicated team
- Meeting people and making new friends
- Improving your communication skills
- Enjoying new experiences and developing your knowledge
- The chance to give your time in your local community
- Being involved with art and heritage

What's involved?

- Providing a warm, friendly welcome to every visitor as the public face of Gainsborough's House when they arrive and being available as a point of contact throughout their visit
- Enhancing the visitor experience by engaging in conversation about the museum, collections, resources and services

- Developing a detailed knowledge of facilities and services across the whole site and responding to daily changes that may affect a visit to the museum
- Delivering exceptional customer service by actively anticipating and responding to visitor needs quickly and flexibly
- Be part of the front of house team and offer support to the staff and membership recruiters
- Developing a basic understanding about Gainsborough's House, Thomas Gainsborough and the collections of other artists on display
- Assisting with queue management and checking tickets both on daily entry and at events and functions when needed
- Being aware of the needs of visitors as they negotiate the museum, helping to make Gainsborough's House accessible to all visitors to ensure they get the best experience
- Offering accessibility facilities when needed such as use of our wheelchair
- Helping to promote Gainsborough's House memberships
- Helping to promote and encourage sales of the museum Guidebook
- Signing people up for courses, events/performances and members trips
- Following security procedures to help protect the interiors and collection during opening hours
- Ensuring visitors' safety by actively helping to evacuate during an emergency
- Acting as an Ambassador for Gainsborough's House whilst on duty

This role will suit people who... have an outgoing, enthusiastic and friendly manner; enjoy meeting people; like being part of a team; are keen to learn and wish to give some time in their local community.

Hours

Shifts last 2 hours or 2.5 hours depending on the day and time chosen to help. Volunteers are encouraged to sign up to a rota by phone or in person. Scheduling is flexible, the recommended commitment is one shift per week and volunteers are welcome to commit to more if they wish, we value all help offered. The minimum commitment is one shift per month.

Training

A compulsory volunteer induction plus the opportunity for relaxed learning about the collections and temporary exhibitions on display and in our archives.

Benefits

- Unlimited free admission to Gainsborough's House and all exhibitions
- Quarterly volunteer meetings and breakfast tours of each exhibition
- Training on collections
- Invitation to the annual summer garden party and a seasonal drinks event
- A monthly E-newsletter

This role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract.