

The Willis Museum and Sainsbury Gallery Basingstoke

Volunteer Role – Welcome Museum Volunteer

Purpose of the role: This public-facing role plays an important part in caring for Hampshire's heritage and making this accessible through your Community Museum. You will welcome visitors to the site and assist with providing customer service, care and security for the benefit of our visitors and the local community. Volunteers will not be required to invigilate in the Sainsbury Gallery as this will be undertaken by Museum staff.

Background Information: The Willis Museum is managed by Hampshire County Council in partnership with Basingstoke & Dean Borough Council. The Museum explores the history of the town and plays host to temporary exhibitions in the Sainsbury and Basingstoke Galleries. Welcome Museum Volunteers help the Museum Curator and Visitor Services Assistants with the opening and upkeep of the site.

Typical tasks and duties involved in the role:

- Welcoming and interacting with the public to ensure all visitors have the best possible experience
- Assist with retail and café sales, this would include cash handling and record keeping
- Touring the galleries and assisting visitors, whilst helping to maintain security for the museum
- Assist staff with the setting up and the maintenance of events, exhibitions and activities
- Support the implementation of evacuation procedures and follow guidance to help maintain safety & security on site
- Assist with cleaning, preparation and the presentation of the Museum
- Help with enquiries and receive objects offered for donation or requiring object identification

Desirable attributes:

- Communication and interpersonal skills
- Customer service skills and confidence to interact with visitors with enthusiasm
- Familiar with cash handling and sales
- An ability and willingness to help maintain a safe environment
- Work within a small team

Who will you report to: Daily supervision by the Visitor Services Assistant and tasks established by the Curator

For more Information contact: *The Curator or Visitor Services Assistant at 01252 465902 or info.museums@hants.gov.uk*

Market Place, Basingstoke RG21 7QD

Tuesday to Friday 10am–5pm, Saturday 10am–4pm Admission **FREE**

www.hants.gov.uk/willis-museum

Hampshire Museums and Volunteering

What sort of commitment is it?

The Willis Museum, Basingstoke

We welcome everyone to become volunteers at Hampshire Museums, however, this outline will provide potential volunteers with guidance on the type of commitment that individual sites expect from volunteers before they take on the role of Welcome Museum Volunteer.

- **The Willis Museum, Basingstoke is open Tuesday - Saturday, and the museum is accessible to staff and colleagues from 9 to 5.15.**
- **We understand individuals do not take on the commitment to volunteer at a museum lightly, and we recognise this by providing support and training to ensure that volunteers can carry out their roles in a confident and professional manner.**
- **We expect a potential volunteer to commit to at least a three month period, and to undertake regular volunteering of at least once a fortnight at the community museum.**
- **The Willis Museum, Basingstoke will operate a morning shift of 9.00 – 1.15 and afternoon 1.00 to 5.15 on weekdays and on Saturdays 9.00 – 1.15 and afternoon 1.00 to 4.15**
- **We would appreciate it if potential volunteers could indicate which shifts they would prefer and how often they could attend.**
- **A successful volunteer applicant would also be expected to attend some training and induction sessions before they begin as a Welcome Museum Volunteer and they would also be expected to attend at least one annual refresher training session.**

Further information about what to expect from Hampshire Arts and Museum Service and what we expect from our volunteers can be found in our Volunteer Agreement.

February 2012