

# DITCHLING MUSEUM OF ART+CRAFT

## **Weekend Volunteer Front of House and Learning**

Come and be part of this exciting and internationally renowned museum! Ditchling Museum of Art + Craft was the only Sussex finalist for the prestigious Art Fund Prize for Museum of the Year in 2014.

### **Purpose of role:**

To greet and welcome visitors to Ditchling Museum of Art + Craft. You will provide that all important first impression of the Museum, inform visitors about exhibitions and assist children and families to enjoy our fantastic Family Trails. You will also carry out important regular safety checks in the Museum.

### **Main activities**

#### **Provide excellent customer service to all visitors:**

- Greet visitors to the museum with a friendly welcome and provide visitor information
- Half-hourly security checks of galleries
- Assist staff with group visits and venue hire bookings and weekend learning events.
- Talk to visitors about their experience after their visit and hand out comments cards
- Undertake visitor surveys
- Process Family Trails with participants, take deposits, check contents back in and undertake evaluation surveys.

#### **Support staff with admissions, shop, café and event sales and other tasks, covering for lunch breaks:**

- Sell entrance tickets to visitors using the computerised till system and ask for Gift Aid donations
- Inform visitors about the programme, answer questions and sell tours and events
- Promote and handle shop sales, particularly promoting DMAC merchandise
- Process Museum event bookings and payments
- Undertake personal research into aspects of the Museum's collection or histories
- Assisting Museum staff with other important tasks

### **This role would suit someone who:**

- Takes pride in offering an excellent visitor experience
- Is interested and enthusiastic about cultural heritage and is interested in the Museum's particular collections and histories
- Enjoys talking to and with visitors and is able to engage with a diverse range of visitors
- Enjoys working with children and is happy to be DBS checked
- Is flexible, adaptable and able to respond to fluctuating workload activities

- Is happy to work with other volunteers and staff members
- Would like to work in a vibrant Museum environment

**We provide:**

- Training relevant to the role, including special briefings on each exhibition; customer service procedures for ticket, shop and cafe sales, till operation and usage and Disability, Health & Safety and Fire Awareness training
- An opportunity to gain knowledge and understanding of the artistic heritage of Ditchling and Britain's artistic community of the early 20<sup>th</sup> century
- The experience of supporting and being involved in a cultural organisation which is run by both professional staff and a volunteer community.
- A volunteer programme that includes an annual party and volunteer visits.
- A 20% discount in our shop and café and free entrance to the Museum.

**Commitment:** We are looking for people who we hope could commit to at least a regular day per week or per fortnight, either Saturday or Sunday. Each shift will last from 11am to 4pm.

We also recruit Visitor Services Volunteers who can offer a half day per week or fortnight.

The Museum's opening hours are Tuesday to Saturday and Bank Holiday Mondays 10.30 to 5.00 and Sundays 11.00 to 5.00.

We have an online shift booking system to make it easier for volunteers to manage their shifts.

**We welcome people of all abilities and are happy to accommodate particular needs. Ditchling Museum of Art + Craft is fully accessible to wheelchair users.**

**Location:** Museum entrance shop and cafe; Ditchling Museum of Art + Craft, Lodge Hill Lane, Ditchling, BN6 8SP.

**If you are interested in this role please contact us on**

Email : [joleene@ditchlingmuseumartcraft.org.uk](mailto:joleene@ditchlingmuseumartcraft.org.uk) Or Telephone on : 01273 844744

**Named Contact:** Joleene New, Volunteer Coordinator and Visitor Services Assistant