

DITCHLING MUSEUM OF ART+CRAFT

Visitor Services Volunteer

Come and be part of our exciting and internationally renowned museum!

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 and assist visitors with entry ticket sales, shop purchases, cafe service, and events bookings.

Main activities

Provide excellent customer service to all visitors:

- Greet visitors to the museum with a friendly welcome and provide visitor information
- 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
- Help staff to keep the shop well stocked and looking beautiful
- Provide a hygienic and friendly cafe service, upselling items and keeping tables clean and tidy
- Process Museum event bookings and payments
- Assist staff with group booking visits and venue hire
- Half-hourly security checks of galleries
- Talking to visitors about their experience after their visit and handing out comments cards
- Undertaking visitor surveys

Support staff with research and other tasks:

- 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
- 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 shop 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 20th 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.
- Free entry vouchers for family and friends.

Commitment: We are looking for people who we hope could commit to at least a regular half day shift per week or per fortnight. The Museum's opening hours are Wednesday to Sunday and Bank Holiday Mondays 10.30 to 5.00. We are currently particularly keen to recruit volunteers for weekends and school holidays.

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: Ditchling Museum of Art + Craft, Lodge Hill Lane, Ditchling, BN6 8SP.