

## Visitor Services Volunteer – Role Profile

Location: Discover Bucks Museum

Reports to: Visitor Services Manager

Responsible for: n/a

### Purpose of this role:

Working alongside our FOH team you will provide exceptional customer service, bringing a touch of magic to everything you do. You will be proactively engaging with our visitors about our museum history and exhibits, bringing them to life and encouraging exploration. You will help us to deliver our brand and our values during an exciting period of change and development.

Date: 1<sup>st</sup> March 2022

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### What you will be doing in your role:

**Positions:** Engaging visitors on our history and exhibits, handing out audio guides, assisting with activities and checking tickets. Being on a daily rota of positions, working flexibly across the museum including (but not limited to); Tudor Room, Georgian Room, Discover Bucks Exhibition, Art Gallery, Roald Dahl and Foyer.

**Customer Experience:** To deliver an exceptional level of customer service and a smooth visitor experience across the museum. Making sure that the highest levels of customer service are met by actively anticipating and responding to visitor needs quickly and flexibly.

**Brand Ambassador:** To be a voice for our brand by encouraging visitors to explore and engage with our history and exhibits. To bring a touch of magic to each interaction.

**Knowledge:** To gain a good knowledge and understanding of the museum's history and exhibits. To familiarise yourself with upcoming and new exhibitions and events. To communicate well with all departments to ensure information is accurate.

**Teamwork:** To support all colleagues and work as a joined up FOH team. To support your Supervisors and Visitor Services Manager by being flexible and positive.

**Income Generation:** To support the FOH team by proactively chatting with visitors about our offer – such as membership, donations, and shop items. Understanding that we are a charity that needs income to thrive.

**Security:** To ensure the security and safety of the museum, its exhibits, and our visitors.

**Safeguarding:** To ensure all children, young people and vulnerable adults are safe while at the museum. To be aware of our safeguarding procedures and to follow them if needed to.

**Policies & Procedures:** To be aware of, and adhere to, all the museum’s policies & procedures.

**Commitment:** To be able to fulfil regular shifts with us, on a rota system, so that we can provide an amazing visitor experience.

Undertake any other relevant activities which fall under the general scope of this role as directed by your line manager.

## Person Specification

Criteria	Essential
Experience	Demonstrable understanding and experience of the key elements of excellent customer service. Genuine job satisfaction and enjoyment from being in a customer facing role. Warm and friendly disposition.
Health & Safety	Understands and demonstrates the importance of health & safety and security
Knowledge	Interest in museum history & exhibits
Teamwork	Understanding the importance of working as part of a team, being flexible, sharing responsibilities and supporting each other.