**Welcome Volunteer – Front of House**

The Guards Museum’s mission is ‘to tell the story of the five regiments of Foot Guards who have the honour and duty of protecting the Sovereign and the Royal Palaces. Preserving, educating and making that heritage accessible to all’.

As part of the Guards Museum welcome team, you will be one of the first friendly faces that our visitors will encounter when they visit the museum.

**Key purpose of this role**

* Provide a warm welcome to visitors
* Take payments using our till system
* Proactively engage with visitors about the museum, exhibition and services
* Ensure the admissions desk is always clean and tidy

**Additional tasks may include**

* To answer reception telephone calls and pass them onto the appropriate staff member if applicable
* Assist the staff team in carrying out the evacuation procedures

**Training and support**

We have an induction process where we give Volunteers the information we believe they need to enjoy their time with us. Training is mainly ‘on the job’ supported by the volunteer coordinator. Volunteers are given regular feedback and we remain open to suggestions on how we can improve the volunteer experience.

**The role will suit you if you are**

* Enthusiastic, approachable and enjoy meeting new people
* Good team working and social skills
* Ability to work independently and use initiative
* Happy to operate a till
* Able to promote excellent customer service

No experience is required, but an interest in history and heritage, a willingness to be part of a team and having good interpersonal and communication skills is welcome.

**Rewards**

* You will become part of a friendly and dedicated team
* Meeting new people from all walks of life
* We are happy to provide volunteers with references for potential external employment opportunities.
* Volunteer allowance for expenses such as travel will be paid up to an agreed amount.
* Team days out

**Volunteer Hours**

This position is of a voluntary flexible nature and your availability for undertaking the role will be agreed in advance with the Volunteer Coordinator. You are welcome to do a full day shift from 10:00 to 3:30 (with a lunch break). Alternatively, you can do either a shift from 10:00 – 1:00 or 12:30 – 3:30. Ideally you should be able to commit to at least one shift per week (weekdays and weekends).

**To apply**

Please send your CV and a cover letter outlining why you are interested in the position, your availability with as much specificity as possible and any specific hopes for the role to Olivia Collins at [volunteerguardsmuseum@aol.com](mailto:volunteerguardsmuseum@aol.com).

Applicants that seem well suited to the position will be invited to an informal meeting and tour of the museum.

The role can be taken up immediately.

**All these arrangements are binding in honour only and not intended to be legally binding.**