

Front of House Assistant

Statement of purpose:

All volunteer roles must actively support the museum's mission in the interpretation and care of Egyptian Archaeological material and related documentation for the education and entertainment of the public. They will do this by actively practicing the three core roles of the museum in any role they undertake: **Preservation of the collection; Education and Widening participation.**

Responsible to: The Volunteer Manger

Role Purpose: To meet and greet visitors to the Museum and assist staff in handling enquires about the Museum and it's services.

Training criteria to be completed prior to role being attained:

- **20** hour induction –to include the completion of the following:
- Health, safety and safeguarding training (induction)
- Customer Care 1 (30 min staff workshop)
- Gallery Tour 1 (staff or designated peer)
- Completion of all tasks in workbook for this role

Key duties and Responsibilities	Outcome Expected
<i>Visitor and customer care (core job)</i>	<i>Make the Museum more enjoyable for visitors.</i>
Proactively sign-post	Visitors know where they are going and know where to find Information sources. and have their queries answered by the appropriate person.
Anticipate visitors requirements	Meet the special needs of specific Visitors.
Providing communication links between the galleries on admissions.	Efficient management of visitor admissions e.g. when large groups have arrived.

Skills Required

- Listening
- Organising
- Focused on customer care
- Understand and follow procedures
- Clear verbal communication
- Positive and friendly manner