

## Position Advertisement

# Volunteer Group Visits Assistant

The popularity of our Adult Group Visits is on the increase and our Group Visit Coordinator needs some additional support in answering the enquiries.

As the Group Visit Assistant you will be the first point of contact for our visiting groups. Most enquiries are either received in the museum by telephone or directly by email and you will be required to respond to these enquiries, sending appropriate information in a timely manner.

Working remotely for the majority of the time, you will need to be a self-starter with the ability to respond to enquiries quickly and efficiently. The successful volunteer will have good IT skills, be able to deal with people confidently either over the phone or via email correspondence and has a methodical way of working.

We are looking for someone that is able to provide the professional service we are striving for. If you think you could fulfil this role and make a real difference to the service we give to our visitors then we want to hear from you.



Role Description	
<b>Title of Role:</b>	Volunteer Group Visit Assistant
<b>Location:</b>	Home Working the majority of the time
<b>Commitment Required:</b>	Minimum of 1 year
<b>Hours:</b>	Anticipated maximum per week is 4 hours
<b>Reports to:</b>	Volunteer Group Visit Coordinator
<b>Objectives of Role:</b>	To assist the Volunteer Group Visit Coordinator with the administration of bookings, by providing excellent first point of contact customer service to those who wish to bring groups of adults to visit the museum.
<b>Outline of tasks and activities to be undertaken:</b>	<ul style="list-style-type: none"><li>• To ensure all initial enquiries are responded to, confirming receipt of enquiry.</li><li>• To send out information packs when requested.</li></ul>

<ul style="list-style-type: none"> <li>• To ensure customers provide the following required information: <ul style="list-style-type: none"> <li>▪ date of visit</li> <li>▪ arrival time</li> <li>▪ whether refreshments and intro talk are required</li> <li>▪ size of group</li> <li>▪ whether there are any special access issues need to be considered</li> </ul> </li> <li>• To ensure all definite bookings are passed on to the Group Visit Coordinator for confirmation.</li> <li>• To assist the Group Visit Coordinator with ensuring there is appropriate volunteer support available on the day of the group visit.</li> </ul>		
<p><b>Skills, Qualifications and Personal Qualities Required (Essential):</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills; must have an excellent telephone manner and be confident in dealing with a wide variety of people.</li> <li>• Self motivated with the ability to work remotely.</li> <li>• Able to build good working relationships with those that may also work remotely.</li> <li>• Working knowledge of Microsoft Office.</li> <li>• Applicants must also be able to prioritise a fluctuating workload.</li> </ul>		
<p><b>Standards of behaviour and dress:</b></p> <ul style="list-style-type: none"> <li>• Seeks clarity by asking questions to establish what the customer is looking for.</li> <li>• Understands customer concerns and requirements when responding to enquiries, requests or complaints.</li> </ul>		
<p><b>Training will be provided on the following areas/tasks:</b></p> <ul style="list-style-type: none"> <li>• Booking procedure</li> <li>• Group Visit contents</li> </ul>		
<p><b>Reviewed by:</b> Volunteering Manager</p>	<p><b>Approved by:</b> Chairman of Trustees</p>	<p><b>Date:</b> March 2010</p>