



Role Description	
<b>Title of Role:</b>	Front of House Volunteer
<b>Location:</b>	London Canal Museum
<b>Commitment Required:</b>	2 days or more a month, for a minimum of 6 months
<b>Hours:</b>	9.45 am to 4.45 pm (minimum requirement) The museum opens to the public at 10 am and closes at 4.30pm; volunteers leave once all of the closing down procedures have been successfully completed.
<b>Reports to:</b>	Volunteer Manager
<p><b>Objectives of Role:</b> To ensure the museum operates in a safe manner, create a supportive and welcoming atmosphere, and provide excellent customer service care to those that call or visit the museum.</p> <p>This is done by knowing which events are happening in the museum and when, how to deal with a variety of enquiries and how to undertake all the necessary procedures to be a successful Front of House Volunteer.</p>	
<p><b>Outline of tasks and activities to be undertaken:</b></p> <ul style="list-style-type: none"> <li>• To greet visitors, record admissions, take payment, give a mini-guide etc.</li> <li>• To answer the telephone and record all messages in the log book, pass on all messages to the relevant contact.</li> <li>• To handle initial inquiries about group visits, completing the form and passing it to the Groups or Education Co-ordinator as appropriate for them to follow up the enquiry.</li> <li>• To serve customers in the shop.</li> <li>• To keep the desk area clean and tidy, everything in its rightful place, emptying the bin and ensuring no personal possessions are left behind to clutter it for others.</li> <li>• To serve refreshments to groups (if booked in advance). Prepare and clear up as necessary.</li> <li>• To check the education room and tidy if necessary.</li> <li>• To ensure that there are adequate supplies of tea, coffee, milk etc.</li> </ul>	
<p><b>Outline of <u>additional</u> tasks and activities to be undertaken <u>when the museum is quiet</u>:</b></p> <ul style="list-style-type: none"> <li>• To dust and stock the shop shelves. Stock is kept in the cupboards under the shelves and on the shelves below the Measham display.</li> <li>• To get to know the stock especially the books. This will help with sales as customers frequently ask for guidance when choosing books.</li> <li>• To check the logbook and send off requested leaflets etc noting in the log book when sent</li> <li>• To tidy and restock the museum leaflet rack, throw out those leaflets which are out of date and request more if needed especially those from boat trip organisers.</li> <li>• To tidy the children's area ensuring that there is a supply of paper and pencils.</li> </ul>	
<p><b>Skills, Qualifications and Personal Qualities Required (Essential):</b></p> <ul style="list-style-type: none"> <li>• Good communications skills. Have good level of spoken and listening English, particularly when on the telephone.</li> <li>• Basic numeracy skills</li> <li>• Ability and willingness to learn about the history of the museum, Regent's canal and the London canal network.</li> <li>• Ability and willingness to learn to use the electronic till.</li> <li>• Willingness to follow procedures.</li> <li>• Willingness to seek assistance when necessary.</li> </ul>	

**Skills, Qualifications and Personal Qualities Required (Desirable):**

- Knowledge about Regent's canal and London canals
- Customer care experience and skills
- Ability to share information and knowledge to fellow volunteers and visitors without being asked.

**Standards of behavior and dress:**

- Smartly dressed including wearing name tag
- Polite, courteous and attentive to customers
- Respectful and supportive to fellow volunteers and staff.
- To make oneself aware of forthcoming events and changes to procedures.

**Training will be provided on the following areas/tasks:**

- All aspects of the desk/shop tasks
- Health and Safety
- London Canal Museum policies and procedures including but not exclusively, claiming expenses, computer and Internet use and child protection policy.

**Reviewed by:**

Volunteer Manager

**Approved by:**

Chairman of Trustees

**Date:** April 2010