

# Front of House Volunteer



## About London Canal Museum:

*London Canal Museum is dedicated to promoting public awareness and knowledge of London Waterways. Our museum is an independent museum, mainly run by volunteers. We see 18,000 visitors a year and have a 4\* rating on Trip Advisor. We are an active and key part of the Islington community and champion values of accessibility and sustainability within the museum.*

## Role Location:

*London Canal Museum, 12-13 New Wharf Road, London, N1 9RT. We are a 5-10 minute walk from Kings Cross St Pancras tube and rail stations.*

## Role hours:

*Two regular days a month, on any day apart from Monday. Volunteers are asked to arrive at 9.45am to open the museum, and usually finish around 4.45pm once visitors have left and the closing procedures are completed.*

## Role purpose:

*To greet and engage with visitors to the museum and share knowledge with them; ensure the museum is opened on time and ready to receive the day's visitors; to staff the till for ticket and gift shop sales; and generally keep the museum looking presentable and running smoothly over the day. This is all done alongside at least one other volunteer.*

## Key Tasks:

*These are the key activities for the role – but volunteers shouldn't feel constrained if they spot other areas for improvement or development.*

- *Open and close the museum and ensure it is presentable and ready to receive visitors*
- *Greet visitors, welcome them into the museum and engage with them about the exhibits and history of the building*
- *Sell admissions, gifts and books, and ensure the till procedures are followed correctly*
- *Answer telephone and in-person enquiries and record or direct them appropriately*
- *Provide refreshments and talks during group visits, and any other assistance required by groups visiting the museum*
- *Maintain the various museum areas and ensure they are presentable and fully stocked at all times*
- *Follow museum policies and procedures to ensure the building, volunteers, staff and visitors are safe and well at all times*

## **Training and support**

*Although we ask for some key qualities in our volunteers, we provide training and ongoing support for all our volunteers and new volunteers will always be supported by an experienced member of the team. Our training covers:*

- *How to open and close the museum and look after the museum space while it is open to visitors*
- *Customer service training – staffing the desk, till procedures and welcoming and working with visitors*
- *Visitor engagement training – speaking to visitors about the exhibits and the history of the building, bringing the stories of London’s canals and the Ice Warehouse to life*
- *Core skills for working with the public - Health and Safety, Disability Awareness and Child Protection*

## **What skills and qualities do you need?**

- *A good standard of written and spoken English – although we welcome those who are looking to improve their English and can provide support with this*
- *Basic numeracy – to run the till and cash up at the end of the day*
- *Basic IT knowledge – comfortable using a computer and the internet*
- *Outgoing – happy to walk up to a visitor and start a conversation with them!*
- *Proactive and positive nature, an interest in providing an excellent visitor experience*
- *Reliable, well-presented, friendly and polite*
- *Comfortable working as part of a team; supporting and listening to other volunteers*
- *Museum or customer service experience is desirable but not required*

*If you have an interest canals/waterways and London industrial history, that is very welcome but by no means essential!*

## **Benefits to you**

- *Learn about the history of London’s canals, the people who lived and worked on them, and their place in the industrial revolution, as well as the ice trade and history of the building*
- *Keep active and engaged with a key part of the Islington community*
- *Meeting new people and having opportunities to socialise with fellow volunteers at events – you will be a part of a community of over 70 volunteers of all ages and backgrounds*
- *Develop your skills in customer service, team work, communication and other key workplace skills*
- *Build your experience of working in museums, heritage and visitor engagement*
- *Increase your employability through training in a variety of key skills*
- *Opportunities for further involvement with the museum – including archiving and collections care, events, administration, education and guiding walks and boat trips.*
- *Free entry to the museum and museum events*
- *Supporting a worthwhile cause – educating the public about London’s history!*

- *References can be given for all volunteers who volunteer regularly for 6 months or more*

### **Expenses**

*We want to make sure that everyone who wants to is able to volunteer without being out of pocket. We are happy to reimburse the following (receipts must be provided):*

- *All volunteers who volunteer for 4 or more hours on site over the lunchtime period (11am-2pm) can claim up to £3.50 in food expenses*
- *Travel to and from the museum*

### **Accessibility and diversity policy:**

*We strongly welcome applications from volunteers of all backgrounds. Our museum is accessible to individuals who have limited mobility and we are very happy to make all reasonable adjustments to ensure that someone can volunteer with us. For more information about the accessibility of the museum, please visit <http://www.canalmuseum.org.uk/visit/menu-disabled.htm> or contact us for more information.*

### **How to apply:**

*To express interest or for more information about the role, please contact [volunteering@canalmuseum.org.uk](mailto:volunteering@canalmuseum.org.uk).*