



# Holst Birthplace Trust Volunteer Role Profile

## Front of House Volunteer

Reporting to: Lucy Moriarty (Operations and Learning Manager)  
Laura Kinnear (Curator)

### **Purpose of Role:**

To work as part of the Volunteer team at Holst Victorian House (HVH) welcoming visitors and other Museum users, ensuring each person has an enjoyable, informative and positive experience.

### **Anticipated Time Contribution:**

The Museum expects FoH Volunteers to be able to carry out at least one FoH duty (3 ½ hours) each fortnight when the Museum is open.

### **Duties:**

Volunteers are required to:

- ✓ (Morning shift) To prepare the Museum for visitors as necessary and set up the till.  
(Afternoon shift) To cash up the till and close the Museum ready for locking.
- ✓ Receive all visitors and other Museum users with a warm and friendly welcome.
- ✓ Explain admission charges and take any payment, operating the till and card machine efficiently.
- ✓ Briefly introduce the Museum to visitors and answer any questions about the Museum whenever possible.
- ✓ Answer the telephone and take any messages.
- ✓ Sell events tickets and items from the Museum Shop and process payments accordingly.
- ✓ Perform routine housekeeping tasks as required.
- ✓ Carry out other reasonable tasks to assist Staff and Trustees.

### **Skills:**

*FoH Volunteers need to have:*

- ✓ Good people skills - a friendly, helpful manner when talking to the public, and to be sensitive to visitors' needs.
- ✓ An active interest in the Museum and its Collection.
- ✓ A willingness to work as part of a team and be adaptable and flexible.
- ✓ A tidy appearance and a reasonable level of fitness (e.g. able to climb stairs).

- ✓ A willingness to develop new skills and meet new people.

**Benefits:**

*FoH Volunteers will:*

- ✓ Become a Member of the Holst Birthplace Trust (as a Volunteer Member) enjoying all the benefits this membership brings.
- ✓ Have the chance to learn new skills and make new friends.

**Training and Support:**

*FoH Volunteers will :*

- ✓ Receive a full induction to volunteering at the Museum, including access to the Volunteers' Handbook and Museum policies and procedures.
- ✓ Receive training in all aspects of FoH volunteering, including 'on-the-job' training with experienced FoH Volunteers.
- ✓ Have the opportunity of attending 'refresher' training and training related to new procedures or equipment.
- ✓ Have the opportunity to attend briefings and group discussions relating to their role as a FoH Volunteer.
- ✓ Receive support from the Operations Manager with solving any problems they may experience in their volunteering at the Museum.