



Role outline: **Visitor Experience Volunteer**

Department: **Visitor Experience**

The V&A is the world's leading museum of applied and decorative arts. For 150 years, its collections have inspired and informed.

There's never been a better time to be involved with the Victoria and Albert Museum, the world's greatest museum of art and design. Over the last few years we have undergone an exciting transformation. Our vision is to open up the Museum, making our beautiful building and world-class collections accessible and inspiring for everyone.

Front of House Volunteers are vital to the success of this transformation and our visitors' experience of the V&A. We are looking for people to join our information team, providing a friendly and helpful welcome to all the Museum's visitors, giving directions and answering queries about exhibitions, displays, the collections and many other subjects.

As a volunteer, you will be part of a large, friendly team and really discover the V&A. You will enjoy training, special talks and behind-the-scenes tours, as well as previews to special exhibitions and discounts in the V&A Shop and Restaurant.

Role outline

1. To provide a primary welcome to visitors to the V&A and to offer information about the museum layout and its collections.
2. To reply to requests and enquiries in a polite and courteous manner.
3. To keep up-to-date with matters relating to front of house operations by attending briefings at the start of each shift and referring to the written information and IT resources provided.
4. To act as the main Welcomer at all the museum's entrances, ensuring that any educational groups are recorded, and that you have a range of information to give to all visitors and groups as they come into the Museum.
5. Advise visitors of the Museum's layout, contents and gallery/visitor policy. Develop a thorough knowledge of the museums collections and answering difficult enquiries from visitors, which may involve referring them to curators or other specialist staff – by phone and face to face.
6. To promote museum exhibitions and events and to request donations for museum maps.
7. Develop knowledge of the area surrounding the Museum, including transport, shops, services, restaurants, hotels etc. in order to assist visitors in as many

ways as possible. To be able to advise visitors of what's on at other national museums or similar collections.

- 8.** Deal with visitor comments & complaints in person within the Museum to try and resolve the issue and to record the comments for future reference.
- 9.** To provide assistance to visitors with disabilities helping them to gain the most of their visit to the museum. To be available to offer escort service as and when required.
- 10.** To attend any necessary training which the museum may provide to carry out the role. To be willing to learn and use any new technology as needed.
- 11.** To be committed to Health & Safety and become familiar with the Museum's Health & Safety Policy.
- 12.** To wear and look after the uniform provided. Look smart and tidy at all times.
- 13.** Be security conscious, ensure familiarity and co-operation with all museum security procedures and ensure you wear a security pass at all times when on the museum premises and adhere to all security procedures.
- 14.** To be able to commit to at least 6 months of volunteering, once a week, half day.

To undertake this role, volunteers will possess the following skills and attributes

- 1.** A visitor-first attitude. Able to anticipate different visitors' needs and tailor services to those needs. A friendly manner with the confidence to interact with visitors.
- 2.** Good spoken English, with the ability to convey accurate information about the museum to visitors and colleagues in a succinct and friendly manner.
- 3.** Reliable and trustworthy with the ability to use one's own initiative and operate as part of a team. Able to adapt to new or changing situations.
- 4.** Smart presentation and a confident style.
- 5.** Working knowledge of a second language is an advantage.

The Victoria & Albert Museum is committed to equal opportunities for all its staff, volunteers and visitors.