



Registered Charity: 200738

## Front of House Volunteer Role Description

### What is a Front of House Volunteer?

A Front of House (FOH) volunteer co-ordinates the smooth running of the reception area in the Wells and Mendip Museum by extending a warm and informative welcome to all visitors. This is a key role and our FOH volunteers must be happy working in a busy, and varied customer orientated environment.

### What's in it for you?

- Becoming part of a friendly and dedicated team
- Meeting people from all walks of life and making new friends
- Improving your communication and customer service skills
- Enjoying new experiences and learning something new every day
- Adding experience to your CV

### What's Involved?

1. Welcoming visitors to the Museum, and offering information and/or directions to exhibitions, Library, etc.
2. Encouraging visitors to become a "Friend of the Museum" by explaining all the benefits this offers
3. Recording numbers of visitors on a record sheet
4. Responding to all questions whether by telephone, letter, email or in person
5. Taking payment for items purchased in the Museum shop and recording in sales book
6. Taking messages accurately and recording in a message book
7. Offering impartial advice to visitors of Wells and the area on things to see and do which is tailored to their needs, so they can make the most of their visit
8. Sell event, coach trip and concert tickets to customers and recording on relevant sales sheet
9. Booking last minute accommodation for visitors
10. Making telephone calls on Museum's behalf when requested
11. Restocking, arranging and tidying Visitor information leaflets and posters
12. Assisting Shop Manager as required in making sure shop is tidy and clean and always ensuring shop security
13. Be aware of additional visitor facilities and make available accordingly, i.e. when exhibitions are on and the Museum library is open, Museum guides, torches, large print guides, quizzes, etc.
14. Attend regular volunteer meetings whenever possible
15. Work in compliance with the Museum's *Health & Safety Policy* at ALL times and ensuring the Museum is always "fit to open"

**This role is purely voluntary and this arrangement is not meant to be a legally binding contract nor an employment contract.**

**This role will suit someone who....** has an enthusiastic and friendly manner, enjoys meeting people, is happy to work as part of a team, but is equally happy to work alone when necessary, and someone who is keen to learn.

### **Extra Information**

**Your place of work:** Wells & Mendip Museum  
8 Cathedral Green  
Wells  
Somerset  
BA5 2UE

**Time Commitment:** Minimum of 1 half day a week, working either  
10am – 1.30pm or 1:30pm – 5pm (Summer)  
10am – 1.00pm or 1.00pm – 4pm (Winter)

**Responsible to:** The Volunteer Co-ordinator: Janet Rodger

**Tel:** 01749 674827

**Mob:** 07747 111037

**Email:** [volcoordwmm@gmail.com](mailto:volcoordwmm@gmail.com)

### **About Wells and Mendip Museum**

Wells & Mendip Museum tells the story of the Mendip landscape and its inhabitants, with a large collection of geological specimens, as well as archaeological and social history artefacts. Displays include minerals and fossils from the Mendip area, iron-age items excavated at Wookey Hole by Herbert Balch, and samplers from the mid-eighteenth century.

Wells & Mendip Museum aims to maintain high standards, and is fully accredited by the museums' professional body.

**Wells & Mendip Museum is a registered Charity – Reg No: 200738**