Volunteer Role Description: Welcome Volunteer

About Welcome Volunteering
We are looking to build our team of Welcome Volunteers to support staff in providing information, orientation and resources to visitors, particularly at weekends. If you would enjoy meeting people of all ages and backgrounds, helping all our visitors have the best possible experience at the museum, we would love to hear from you.

Full training will be provided and no previous experience or knowledge of the museum is required. In fact, it can be a great way to learn about the varied collections we have at the museum as well as meet new people, be part of a friendly team, and develop skills. Please let us know if you have any access needs and would like a chat about how we may be able to support you.

Welcome Volunteers greet visitors in a warm and friendly way, helping to answer general question such as practical arrangements and orientation. They also recommend and administer suitable activities such as family trails, multimedia guides and activity packs, as well as conduct visitor exit surveys.

- There will be some chairs for volunteers’ use and space to take breaks. Volunteers should be alert to visitors’ needs, maintaining active, open, and welcoming body language whether seated or standing.
- Volunteers will work in small teams, rotating around a number of key points in the museum (such as information desks and galleries) to provide information and help visitors navigate the museum.
- Our friendly team of Front of House staff (Duty Managers and Visitor Experience Assistants) will always be nearby to support volunteers with anything they are unsure of, and the team is coordinated by the Ashmolean Volunteer Manager.
- It would be great if some volunteers are able to help regularly but volunteering as and when available will also be hugely appreciated.
- **Availability at weekends will be particularly helpful.**

Timing and commitment
Each day is divided into two sessions: **9.45am - 1.30pm** and **1.15 - 5pm**. Each session includes a 30 minute break. There is a 15 minute overlap to allow for volunteers arriving for the afternoon session to be briefed about activities happening that day.
Training and support
Before joining the team, volunteers attend both a role induction and safety & security induction. These are then supplemented by ongoing training sessions and briefings, and further opportunities to learn about the museum, collections, and working with visitors. New welcome volunteers also have the opportunity to be assigned a mentor from the existing team if they wish, subject to availability.

We are looking for volunteers who:
• Are smiley and cheerful, enjoy working in a team, and enjoy interacting with people of all ages and backgrounds.
• Are strong team-players and will enjoy supporting other volunteers and museum staff.
• Have a positive, can-do attitude, the ability to stay calm under pressure, and good problem-solving skills.
• Will enjoy the variety associated with helping in a Front of House role and won’t mind that sometimes it is busier or quieter than at other times.
• Are enthusiastic about helping visitors to have the best possible experience at the museum.
• Are interested in the objects and collections of the Ashmolean Museum and would like to learn more.

Why you might enjoy this role:
The opportunity to:
• Join a friendly, enthusiastic, and supportive team.
• Interact with museum visitors and inspire learning and enjoyment.
• Support the museums public engagement and accessibility remit.
• Help to ensure that all our visitors feel welcome in the museum and that they have a fantastic experience here.
• Develop and practise communication, customer service, and other transferable skills.
• Learn from your peers. Grow and share your knowledge and interests.

Other information:
• This role is open to volunteers aged 18+.
• This role is not regulated activity and therefore does not require an additional safeguarding (DBS) check.
• This role will require a Right to Work check.
• We are happy to reimburse travel expenses up to a maximum of £5 per session upon receipt of travel tickets.

How to get involved:
To apply, please email ruth.farnan@ashmus.ox.ac.uk explaining why you would like to get involved by 9am on Wednesday 15th November (in no more than 200 words). Please also give an indication of your likely availability over the coming months. We expect to hold informal interviews for this role Thursday 23rd November (evening times available) and for training to take place on Sunday 26th November.