



the Charterhouse

Volunteer Role Description

Role Title:	Visitor Engagement Volunteer
Role Purpose:	Delivering a friendly welcome and engaging with a diverse audience alongside our Front of House team. This is a dynamic and flexible role that will develop as the museum grows.
Role Description:	<ul style="list-style-type: none">• Helping to provide a friendly and warm welcome to visitors arriving at the museum.• Engaging with visitors inside the museum space and the chapel.• Answering general enquiries.• Supporting guided tours.• Helping to promote the museum's activities and Friends scheme.• Helping to maintain a safe environment.• Occasionally helping with shop sales and selling tickets.
Role Reports To:	Sara Manzanares, Volunteer Coordinator
Where:	The Charterhouse Charterhouse Square London EC1M 6AN
When:	We expect volunteers to be able to commit to at least two days a month (Tuesday – Sunday). Full day (10.45am – 5pm) and half day (10.45am – 2pm or 1pm – 5pm) shifts available.
Duration:	Initially six months, although flexibility can be discussed.
Who we are looking for:	<ul style="list-style-type: none">• A friendly attitude and enthusiasm for interacting with members of the public.• Ability to work as a part of a team.• An interest in history and willingness to learn about the history of the Charterhouse.• Flexibility and ability to use own initiative. <p>The Charterhouse is open to all. We welcome applications from people of all abilities, backgrounds and communities.</p>
Commitment to you:	As Visitor Engagement Volunteer, you will have the opportunity to: <ul style="list-style-type: none">• Receive full training and support to fulfil the role.• Develop your confidence and customer service skills.• Learn about the history of London and the Charterhouse.• Work as a part of a team.

	<ul style="list-style-type: none"> • Meet new people and take part in special activities organised for volunteers.
Why We Want You:	<p>The Charterhouse has had a long and remarkable history from the mid-14th century to the present day, as a Carthusian monastery, Tudor mansion, Victorian school and almshouse. Our incredible site has also borne witness to key events such as the Black Death, Henry VIII's dissolution of the monasteries, the Civil War and Second World War. However, our fascinating story has been largely unknown. Until now.</p> <p>Since January 2017 we are open to the public with a brand-new museum, a learning centre and a newly-landscaped Charterhouse Square. We would like you to join us in this exciting project, engaging with our visitors to make everybody who walks through our doors feel welcome.</p>
Notes:	We will reimburse volunteers for lunch and travel expenses up to £10 per day and provide refreshments in break times.
How to apply:	To apply, please complete an expression of interest form and send it to: sara.manzanares@thecharterhouse.org