

Volunteer Role Description

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| **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:** | * 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 * Assist in the Museum’s fundraising efforts. * Helping to maintain a safe environment. * Opportunity to develop and deliver 10 minute lunchtime talks, and contribute to the monthly Charterhouse blog. * Opportunities to assist in supporting additional evening Charterhouse events, as and when they occur. |
| **Role Reports To:** | James Spellane, Visitor Host |
| **Where:** | The Charterhouse  Charterhouse Square  London  EC1M 6AN |
| **When:** | We expect volunteers to be able to commit to at least two shifts a month (Tuesday – Sunday). This can be in the form of either a Full day (10.45am – 5pm) or a half day (10.45am – 2pm or 1pm – 5pm) shift. |
| **Duration:** | Initially six months, although flexibility can be discussed. |
| **Who we are looking for:** | * 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.   The Charterhouse is open to all. We welcome applications from people of all abilities, backgrounds and communities. |
| **Commitment to you:** | As Visitor Engagement Volunteer, you will have the opportunity to:   * 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. * Meet new people and take part in special activities organised for volunteers. |
| **Why We Want You:** | We are looking for motivated and welcoming volunteers to assist us in engaging with museum visitors, supporting multiple tours around the site, and in general supporting the Visitor Host team in the vital work that they do. We want you to help us ensure that visitors feel welcomed and engaged whilst on site, and help us highlight to them the diverse history of the site and all that happens here. Our Visitor Engagement Volunteer team are also involved in many other aspects of the museum area, such as following and supporting tour groups and giving optional 10 minute talks at lunchtime. We are looking for extra individuals to join this committed and enthusiastic team to help ensure that their valuable work can continue, as the difference it makes to the site is tangible. |
| **Notes:** | We will reimburse volunteers for lunch and travel expenses up to £10 per day (with up to £6 for travel, and up to £4 for food). |
| **How to apply:** | To apply, please complete an expression of interest formand send it to: [museum@thecharterhouse.org](mailto:museum@thecharterhouse.org). |