What is a Visitor Services Volunteer?

Our Visitor Services Volunteers are the face of the Museum and help provide a warm welcome to all our visitors. They deliver excellent customer service assisting in three customer facing areas of the Museum – Front of House, shop, and gallery invigilation.

Skills we're looking for

- Excellent proven customer service skills
- A friendly, confident, and professional manner
- Prior experience in cash handling
- Excellent communication skills
- Comfortable working both individually and in a team and possess a flexible, can-do attitude

Availability and commitment

- The expected time commitment is for the duration of an exhibition, which is usually 6 months.
- Volunteers are expected to commit to volunteering **one day** a week on the same day every week at the following times (including a 1-hour break):
  The days we currently need volunteers are:

    - Wednesday 10:30am-6pm
    - Thursday 10:30am-6pm
    - Saturday 10:30am-6pm

What we expect from you

- To be presentable and professional at all times
- Greet and serve each visitor to the Museum in a friendly and polite manner, ensuring excellent customer service at all times
- Provide accurate information about the Museum, exhibitions, products, and services to all visitors
- Take cash and credit card payments, ensuring accurate inputting of purchases into the till, taking of money, and giving of change
- Be aware of promotions and discounts on offer and adhere to the Museum refund and discount policy at all times
- Replenish stock and keep all relevant areas clean and tidy at all times

- Enforce gallery rules professionally and with courtesy under the supervision of our security guard
- Engage with visitors if they have questions about the exhibition
- Be vigilant of visitors in the Museum at all times
- Assist visitors with access requirements to the upper floors using the Museum lift
- Assist with the set up and clearing of museum events and workshops - this may involve some lifting and moving of furniture and equipment

What you can expect from us

- You will be given access to online resources before your first day at the Museum
- On the morning of your first day a walkthrough the building will take place
- Training will be provided on the Front of House, shop, and gallery
- Tailored training – each volunteer has their own training checklist to help learn new skills at their own pace and track progress
- Volunteer handbooks to support with daily tasks
- Morning meetings to prepare you for the day ahead
- Ongoing support and training when needed throughout your volunteering

Why volunteer with us?

- 20% discount in the Museum shop
- Free access to online events and our Events on Demand
- Travel reimbursement of up to £15 a day
- References for future applications upon completion of your volunteering
- Reciprocal Free entry/group visits to other museums and galleries
- Access to our Volunteer Reward Scheme

Please note

- All volunteer roles at the Fashion and Textile Museum are unpaid
- Our volunteer programme is open to anyone aged 18 and over
- Due to the high volume of applications, we receive it is not possible to contact unsuccessful applicants
- Volunteers will be required to bring their passport or proof of residence to their first day at the Museum