



Role Description: Visitor Services Volunteer

What is a Visitor Services Volunteer?

The Fashion and Textile Museum is the only museum in the UK dedicated to showcasing contemporary fashion and textile design. The Museum is committed to presenting varied, creative and engaging temporary exhibitions, alongside an exciting selection of educational courses, talks, events and workshops.

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

What the role involves

- Greeting and serving Museum visitors
- Selling and redeeming tickets at our Front of House
- Providing information about the Museum, exhibitions, events, and products to visitors
- Taking cash and card payments in our Shop
- Being aware of promotions and discounts on offer
- Using software such as Microsoft Word and Excel to assist with administration and data input
- Replenishing stock in the Shop and always keeping relevant areas clean and tidy
- Invigilating our gallery and enforcing rules professionally and with courtesy, under the supervision of our security guard
- Engaging with visitors if they have questions about our exhibitions
- Being vigilant of visitors in the Museum and performing ticket checks when required
- Assisting visitors with access requirements to the upper floors, using the Museum lift
- Assisting with the set up and clearing of Museum events and workshops, which may involve some light lifting

Skills we're looking for

- Excellent, proven customer service skills
- A friendly, confident and professional manner
- Prior experience in cash handling
- Excellent communication skills
- Able to deal with enquiries and situations with a proactive attitude
- Comfortable completing tasks both individually and in a team
- A keen interest in fashion and textiles and/or museums is preferable

Availability and commitment

- The expected time commitment is the duration of one exhibition, which is usually 3 months
- Volunteers are expected to commit to one shift a week, which will be on the same day each week
- Volunteering shifts are available Tuesday – Saturday as follows (including a 1-hour break):
 - Tuesday - 10:40am-6pm
 - Wednesday - 10.40am-6pm
 - Thursday - 10.40am-6pm
 - Friday - 10.40am-6pm
 - Saturday - 10.40am-6pm

What you can expect from us

- An online induction, which will take place before your first shift
- Thorough training on all areas of the Museum in which you'll work - the Front of House, Shop and Gallery
- Tailored training – you will receive your own training checklist, to help you learn new skills at your own pace and track your progress
- Volunteer handbooks to support you with regular tasks
- Morning meetings at the beginning of each shift, to prepare you for the day ahead
- Ongoing support when needed throughout your time volunteering

What we offer our volunteers

- Travel expenses reimbursement of up to £12 per day
- Discount in the Museum Shop
- The Volunteer reward scheme
- Access to our online talks and Events on Demand
- The Volunteer newsletter every fortnight
- Social events with other Volunteers and staff
- References for future job applications

Please note

- Our Volunteer programme is open to anyone aged 18 and over
- All Volunteer roles at the Fashion and Textile Museum are unpaid