**FRONT DESK VOLUNTEER Role Profile**

**Location:** BradfordPolice Museum, City Hall, Bradford BD1

**Responsible to:** Front Desk Supervisor; in their absence, Weekend Manager.

**Purpose:** Welcoming visitors to the museum, checking them in for tours, providing general assistance to visitors and fellow volunteers on the day, supporting the front desk and selling items from the shop..

**Summary of core role elements (what is required to fulfil this role):**

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| **Essential elements of the role:**   * Welcoming and checking in or booking visitors on to tours * Answering questions and giving information and instructions * Handling money and selling items from the shop * Updating and filing paperwork   **Essential skills / competencies required\*:**   * Friendly and collaborative approach to work * A can-do attitude and willingness to see a job through * Numerate with basic computer skills * English language fluency: this role is customer facing and requires volunteers to be sufficiently proficient in English, so that they can communicate effectively with customers and fellow volunteers during opening hours * Enthusiasm for the museum and its aims. |

**Time commitment:**

Front of House volunteers are asked to select either a Friday or Saturday (or both if desired by the volunteer), to be confirmed in advance on the volunteer rota. The museum is open February to November each year, on Fridays and Saturdays, from 10:00am – 4pm. There are also occasional special events and evening pre booked Group Tours, that front of house volunteers can help with, if they would like to and are available.

**Organisation Description – about The Bradford Police Museum**

The Bradford Police Museum is committed to telling the story of policing and crime in Bradford. We have an extensive collection of bespoke Bradford police artefacts. In addition to the collection and the displays in the museum gallery, the museum offers guided tours of its Victorian cells and courtroom. The museum is a not for profit making registered charity and is run by a team of over 35 enthusiastic and dedicated volunteers. We have been awarded the TripAdvisor Certificate of Excellence for a number of years.

**Main tasks:**

* Welcome all visitors to The Bradford Police Museum and check them in for their tour.
* Assist with safety checks and briefing to ensure everyone has a safe and enjoyable visit.
* Hand out guidance materials and explain our facilities.
* Collect admission fees and sell stock from our shop to customers.
* Complete visitor and shop paperwork as instructed.
* Monitor the Museum’s online ticket sales webpage for online bookings
* Monitoring and responding to queries to the Museum’s box office email address.
* Assist with updating the museum’s volunteer rota.
* Adhere to Museum policies including Equality and Diversity, Health and Safety and Safeguarding Policies for which training will be given.

**Person specification – required to fulfil the role fully:**

* Over 18 Years of Age.
* Friendly and collaborative approach to work
* A can-do attitude and willingness to see a job through
* Numerate and able to operate card payment systems, or willing to be trained to use payment systems.
* Ability to use a computer and send emails.
* English language fluency: this role is customer facing and requires volunteers to be sufficiently proficient in English, so that they can communicate effectively with customers and fellow volunteers.
* Vigilance and an understanding of the need to keep visitors and exhibits safe.
* Trained or willing to undertake training in the 1-day Emergency First Aid at Work course. (The Museum will pay for this).
* Ability and commitment to volunteer on a regular basis.
* Willingness and ability to attend training and meetings.
* A commitment to working with all sections of the community and to providing additional support to those visitors who may need it.
* Enthusiasm for the museum and its aims.

**Person specification – desirable, but certainly not essential**

* Previous experience in shop environment.
* Previous experience in a heritage or visitor attraction setting.

**Training & Support**

All museum volunteers receive a museum orientation and overview of their role when they start volunteering with us. A full induction is provided upon completion of a mutually agreed trial period. Ongoing, role specific training is provided in-house. There are occasional additional opportunities to attend training provided by third parties, where required.

**Other information**

The museum expects volunteers to meet their own travelling expenses to and from the museum and presently does not pay expenses for this purpose. Our full expenses policy is included in the volunteer handbook, a copy of which is given to all volunteers during their induction.

Volunteers are covered by public liability insurance while volunteering within the Museum.

**For Further information and to apply:**

Please contact [Volunteering@bradfordpoicemuseum.com](mailto:Volunteering@bradfordpoicemuseum.com)