

# Volunteer Role Profile



Volunteer Role

**Visitor Experience Volunteer - Front of House**

Volunteer Manager

**Visitor Experience Manager**

Where you will be based

**Hospital**

## Why we want you

This is an exciting time to become one of our first Visitor Experience volunteers as the Royal Hospital restores the Soane Stable Yard and opens a Visitor and Outreach Centre with new displays telling the history of the Royal Hospital and Chelsea Pensioners. This project has been part funded by the National Lottery Heritage Fund.

We will be delivering an exciting range of heritage activities, tours, events, and workshops for visitors to the New Soane Stable Yard. As a Visitor Experience Volunteer, you will play a vital role in enhancing the visitor experience.

Front of House Volunteers will engage with the Visitor Experience and Public Programmes Team, and a team of volunteers to offer visitors an outstanding visitor experience.

This is a varied and interesting role which involves dealing with the general public as well as staff and fellow volunteers.

## What you will be doing

- Greeting visitors as they arrive and responding to general queries to ensure a warm and informative welcome
- Offering detailed information about Chelsea Pensioner Tours, the Soane Stable Yard Visitor and Outreach Centre, and the Royal Hospital.
- Assisting sales assistants with shop transactions and ticket sales for Pensioner Tours, as needed
- Acting as a steward in the galleries, ensuring the safety of visitors and managing entry to exhibitions and tours
- Supporting our tours programme and assisting Chelsea Pensioner guides with crowd control during tours
- Ensuring visitors are checked in for their exhibition visits and tours

## The skills you need

- An interest in Heritage
- Of smart appearance
- Interest in supporting the work of the Royal Hospital Chelsea
- Good communication skills and approachable nature
- Comfortable working in busy environments

- Experience in a customer service role may be helpful
- Happy to be part of an amazing team of staff and volunteers
- The role will require standing and potentially being on your feet for long periods of time
- Ability to represent the Royal Hospital Chelsea with professionalism, promoting our ethos, values and reputation

### **What's in it for you**

- The opportunity to gain knowledge and experience working in a Heritage and Culture environment as a volunteer
- Develop skills for your CV
- Familiarisation with site and staff
- Volunteer induction including Health and Safety training
- Additional training in relation to your role
- Have fun and meet new people
- Recognition and appreciation for your contribution
- Reimbursement of reasonable expenses in line with RHC policy
- Opportunities to take part in events throughout the year
- Regular one to one supervision to support you in your role and discuss your development
- Refresher training every 2 years

### **Disclaimer**

The tasks and activities listed in this role description are intended as a guideline to the duties you will perform as a Front of House and Event Volunteer, to clarify your volunteer role for the benefit of all concerned. It does not form the basis of a contract of employment. Volunteer activities may be varied from time to time in consultation with yourself.