Volunteer Sunday Admissions Assistant

Summary

The Museum of Brands is a popular friendly museum of consumer culture located in West London. Our Volunteer Admissions Assistants help us to run the museum on a day-to-day basis, providing a warm welcome to our visitors and playing an essential part in our activities. Volunteers will be museum ambassadors for this exciting, lively, and engaging museum. We will be re-opening on a Sunday from 22 June 2025 and are keen to build a strong volunteer team to support the Sunday Manager.

Admissions Assistants support the Duty Manager with the following:

The Admissions Assistant role is a dynamic and varied role. You'll be multitasking throughout the day, with a mix of responsibilities including customer service, ticket sales, promoting Gift Aid donations, shop duties, guiding visitors and providing information about the Museum and the collection. If you enjoy a fast-paced environment and love engaging with people, this is the role for you.

The Admissions Assistant role is all about making a lasting impression and creating a memorable visitor experience. You'll be:

- **Welcoming and engaging** with visitors, sharing information about the museum and its collection.
- **Selling tickets and gift shop items**, ensuring smooth transactions and great customer service.
- **Collecting data** for Gift Aid and marketing purposes, including how visitors found out about us.
- **Creating positive experiences** to encourage return visits and word-of-mouth recommendations.
- **Helping visitors explore** the Museum through interpretation, answering questions and distributing trails, accessibility and family activities.
- **Maintaining the gift shop**, including restocking, counting stock, and setting up attractive displays.
- **Conducting online research** and building contact lists to support marketing efforts.
- **Promoting the Museum locally**, raising awareness and encouraging more visitors to discover what we have to offer!

This role offers plenty of variety, and you'll play an important part in making every visitor's experience unforgettable.

Who we're looking for:

We'd like to extend an invitation to anyone, particularly members of the local community. Full training will be provided, we are looking for anyone with:

- **Great customer service skills** – you will be friendly and confident about approaching visitors of all ages and backgrounds
- **Great communication skills** – you will be able to clearly explain information about the Museum and ticketing to visitors
- **Good computer skills** – with training, you will be able to use our ticketing system, email and Microsoft Office
- **Good Sales Skills** – you will be able to promote ticket sales and gift shop items as well as encouraging Gift Aid donations
- **Multitasking skills** – with various responsibilities such as selling tickets, guiding visitors, and managing the gift shop, you will be able to juggle tasks efficiently
- **A good telephone manner**
- **Good team working skills**

Training and support:

You will first be invited for a trial shift. We have an induction and training process, during which we give volunteers the information they need to enjoy their time with us. Training is mainly 'on the job', supported by an experienced volunteer as well as the manager on duty. Volunteers are given regular feedback and we remain open to suggestions on how we can improve the volunteer experience. The Admissions Assistant receives continued training and development throughout their time with us.

Availability:

We are looking for Sunday volunteers to support our reopening. We are looking for volunteers who would ideally like to donate 2-4 shifts per month, as a 11am-2pm shift, a 2pm-5pm shift, or a full day, for a minimum of 3 months. Ideally you will be able to start immediately, although this is not essential. Travel expenses up to £5 will be paid, with up to an additional £5 for lunch expenses if you are on a full day shift.

Additional information:

We invite anyone interested in this role to apply with CV and brief covering note to volunteer@museumofbrands.com with the subject line Sunday Admissions Assistant.

Please note: Applicants from some overseas countries are required to have a relevant work permit or student visa to volunteer in the U.K. We'll need to see this for our records before volunteering can commence.