

The Collection

Art and Archaeology in Lincolnshire

Visitor Experience Volunteer Role Description

Whether you are 16 and just starting out, looking to gain experience in heritage or looking to try something new – you may very well be able to help us.

Museums are a great way to engage with history and help families learn about their heritage and here at The Collection we like to make sure everyone that comes to visit has a great time.

Whether it is looking around one of our vibrant temporary exhibitions, trying to find their house on our aerial floor map of Lincolnshire or investigating Bronze Age gold, Iron Age longboats or Early Medieval Lincoln, there is always a chance to learn something new.

About the role:

We are looking for enthusiastic volunteers with excellent communication skills, who are interested in developing a sound knowledge of a front of house role in our public gallery and museum spaces.

As a volunteer you are likely to be the first person many of our visitors will encounter when they come to spend their day with us, so we are looking for volunteers who are positive, have a sense of fun and want to make their day as special as possible, we want to ensure we give the best customer service possible, this means smiling, making eye contact, engaging in conversation and talking about the museum and Usher Gallery positively.

The role will be working alongside the Visitor Experience Team by greeting visitors in a warm and friendly manner, orientating them around both sites, answering general enquiries and maintaining the upkeep of the gallery spaces to ensure that they are safe and welcoming.

As ambassadors for The Collection, you'll need to be confident in promoting the facilities, future exhibitions and our other heritage attractions. You'll also be asking for visitor feedback and encouraging visitors to complete survey forms so we can learn from their experiences.

Why volunteer with us?

There are many benefits to volunteering for the Heritage Service; you will gain experience of working in a gallery and museum environment, enhance your customer care skills and have the opportunity to further your knowledge with in tourism and heritage sector.

The experience can be added to your CV and a reference can be provided for you by the Visitor Experience Manager.

When we need you?

Both the museum and Usher Gallery are open daily 10 am to 4 pm. We are looking for volunteers to help us throughout the year.

You can choose your hours from:

10 am to 1 pm (daily)

1 pm to 4 pm (daily)

What skills and experience do I need?

You will need to demonstrate a passion for art and heritage. Previous customer service experience is desirable with a natural aspiration to provide high standards of customer care.

What support will I get?

Our friendly Visitor Experience Team will be on hand to support you during your role and provide you with all the advice and help you need. There will be plenty of time for you to see and experience the museum, Usher Gallery and temporary exhibitions and our Exhibition's Team will provide you with useful guides to help you answer questions.

What else do I need to know?

The Collection and Usher Gallery are located in the town centre and is in easy reach of the train station, bus station and local town centre car parks. In certain circumstances, it is possible to reclaim mileage, car parking fees and bus and train fares when volunteering with us.

Whilst we will not be able to provide you with a uniform, we do encourage volunteers to wear smart casual clothing in our dress code colours of lilac/purple/black tops and plain black trousers and skirts.

How do I apply?

Complete an application form available from the museum reception or by email thecollection@lincolnshire.gov.uk or apply online www.lincolnshire.gov.uk/volunteering

We receive lots of application forms and not everyone is successful, if you are unsuccessful on this occasion we will let you know the reasons why.

Successful applicants will be invited to an informal interview at The Collection.

Need more information?

If you have any questions or need further information about this role. Please contact The Collection via email thecollection@lincolnshire.gov.uk or telephone 01522 550965.