

## **Volunteer Role – Gift Shop / Meeting & Greeting**

### **Outline**

Assist with the operation of the museum under the supervision of a Duty Officer.

### **About us**

Liberty Leisure Limited is a wholly owned local authority trading company of Broxtowe Borough Council with services including Sports Development (Get Active), Community Events team, three Leisure Centres and the D.H. Lawrence Birthplace Museum.

### **Working environment**

This volunteer role is based at DH Lawrence Museum. We are a fun and innovative place to work with a strong focus on our people, enabling them to be the best they can be. The museum is the restored mining cottage where the famous author was born. As well as the historic rooms, the museum includes exhibition spaces and a gift shop and promotes offsite walks.

### **Why do we offer volunteer opportunities?**

Volunteers are integral to the local community and LLeisure has a target to increase the uptake of volunteers. It is with their continued support that events continue to run and projects develop. Volunteers play an essential role in reaching and motivating inactive people to become more active. We want to support volunteers who can assist us in developing activities at the museum whilst improving the skills, knowledge and experience of the volunteer.

### **Why do people volunteer?**

It provides an opportunity to develop your knowledge and skills under the support and leadership of your line manager.

### **Who do we want to volunteer with us?**

*Skills and experience required:* It is essential that you have a genuine interest in heritage and have a passion for providing a quality service. Well presented, outgoing personality, friendly, flexible and a desire for sharing with others your established knowledge of DH Lawrence. A pleasant and helpful manner and willingness to learn with excellent communication skills. A desire to engage with visitors from all walks of life and ability to work in a team with volunteers and site staff. Must be willing to attend any training relevant to the role.

### **How do LLeisure assist?**

Your understanding and confidence will improve through the company's support and training to carry out the role and the opportunity to share your knowledge with others.



For those that wish to further their career we offer experience of many different roles and the opportunity for heritage sector training.

### **About the role**

Meet & Greet Volunteers will provide a warm welcome for all visitors, answer any immediate questions, take bookings and serve in the gift shop. They will give visitors the information they need to ensure they have an enjoyable and memorable visit.

### **Main tasks**

- Being the initial point of contact for our visitors.
- Serving in the gift shop.
- Taking bookings for tours.

### **Training Needed Prior to Commencing as a Volunteer**

On-site Induction