



Volunteer Role Description

Visitor Enquiries Volunteer

Purpose:

To welcome visitors to the New Forest Heritage Centre and assist with their enquiries about the Centre, its event and the New Forest in general.

Hours:

Only need during Spring summer months (approximately 1 April – 30 September)
Flexible but usually one session per week.
Morning Session approx. 10am – 12.30pm
Afternoon session approx. 1pm – 3.30pm
Optional evening hours as and when required.

Responsibilities:

- Meet and greet visitors when entering the New Forest Heritage Centre and direct them around the building as appropriate
- Engage with visitors as appropriate, answering questions they may have about the New Forest Heritage Centre, the Museum and its collections or the New Forest itself.
- Ensure front of house areas and New Forest Gallery are ready for visitors in the morning and is kept clean and tidy at all times.
- Assist with stewarding any selling exhibitions in the New Forest Gallery in conjunction with the Museum Gallery Steward team.
- Enable visitors with disabilities to make the most of their visit to the Centre.
- Show room hire visitors to the correct area of the Centre.
- Assist in the shop and gallery during after-hours previews.
- Ensure correct promotion material on display.
- Promote future events at the Heritage Centre
- Support museum gallery team if needed

Skills Needed:

- ✓ Enthusiasm for the New Forest as a special place
- ✓ Some knowledge of or willingness to learn about walks ,cycle routes and places to visit in the New Forest
- ✓ Customer care skills and confidence to interact with visitors in a polite and enthusiastic way.
- ✓ Willing to work a variety of staff and visitors.
- ✓ A friendly and approachable manner
- ✓ Able to do some lifting
- ✓ Able to complete some paperwork tasks

Contact:

Email: education@newforestheritage.org.uk

Tel: 023 8028 6153

Call in at the New Forest Heritage Centre and ask for Suzie Moore

To Apply:

Complete Volunteer expression of interest form on website or request a form using email above.