



## Volunteer Role – Welcome Host

### Purpose of the role

This public-facing role plays an important part in caring for Hampshire's heritage and making this accessible through the site. You will welcome visitors to the site and assist with providing customer service, care and security for the benefit of our visitors and the local community. Welcome Host Volunteers help the Visitor Services Assistants with the upkeep of the site and visitor enjoyment.

### Background Information

- Basing House is managed by the Arts & Museums Service. Operational management of the site is shared with nearby Milestones Museum and The Willis Museum, together they are run by a management team comprising the Manager, Assistant Manager, a Commercial Activities Manager. Other staff provide visitor services, interpretation and admin support. Further specialist support is provided by the Museum Service's central headquarters staff - the Collections Team of keepers and conservators and the Community Engagement and Learning Team who organise and run learning programmes for schools and others.

### Typical tasks and duties involved in the role

- Welcoming and interacting with the public to ensure all visitors have the best possible experience
- Assist with retail and café sales, this would include cash handling and record keeping
- Touring the site and assisting visitors, whilst helping to maintain security for the museum
- Assist staff with the setting up and the maintenance of events, exhibitions and activities
- Support the implementation of evacuation procedures and follow guidance to help maintain safety & security on site
- Assist with cleaning, preparation and the presentation of the site and museum

### Desirable attributes

- Communication and interpersonal skills
- Customer service skills and confidence to interact with visitors with enthusiasm
- An ability and willingness to help maintain a safe environment
- Work within a small team

### Who will you report to

Daily supervision by the Visitor Services Assistant

For more Information contact Alice Chadwick at [basinghouse@hants.gov.uk](mailto:basinghouse@hants.gov.uk)

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