



Volunteer Role – museum Front of House

The Museum of British Surfing is looking for enthusiastic volunteers to join the line-up of this award-winning and vibrant new heritage attraction in North Devon.

Our Front of House team delivers excellent customer service to our thousands of visitors, and we'd love you to join us on our wave of success.

The role

To provide front-of-house services to visitors for the Museum of British Surfing and to make sure all visitors are welcomed in a friendly and courteous way and receive an excellent service.

Potential time commitment

3 hours per week (typically a morning or afternoon)
More hours are available
Includes weekends and Bank Holidays

Tasks

- Welcoming visitors
- Ticketing, Gift Aid & shop duties
- Introducing displays, exhibitions & activities
- Supervising exhibition spaces
- Promote children's activities
- Obtain customer feedback
- Cash handling
- Basic security including cash handling, locking & unlocking museum
- Other tasks as agreed

Training and Support

- We aim to provide opportunities for personal development in your volunteer role
- On site training and back-up operations guide

What you will get from this role

- Develop your skills and experience within a national charity
- Join a motivated, fun and enthusiastic team
- Gain valuable experience that will enhance your CV and set you apart in the job market
- Meet new people
- Satisfaction of giving back
- Gain charity sector contacts within a supportive environment
- Reasonable travel and lunch expenses covered (see our website for details of our Green Travel plan and sustainability policy)

Skills required

Minimum level					
Generic	Required	Desired	Role specific	Required	Desired
Time management		√	People skills	√	
Numeracy	√		Ability to handle money	√	
Smart appearance	√		Team working		√

Museum of British Surfing values

The Museum of British Surfing has set values as an organisation that we ask all our staff and volunteers to uphold:

Selfless: Willing to put the requirements of others before our own, to act in the best interests of the Museum

Dependable: Always available, committed to doing our part with professionalism and expertise, continuously developing and improving; working in and for the community and delivering on our promises.

Trustworthy: Responsible, accountable and efficient in the use of the donations entrusted to us, managing our affairs with transparency, integrity and impartiality.

Health and safety responsibilities:

To be responsible for your own health and safety and that of others with whom you volunteer, by reporting all potential and actual health and safety matters including accidents using the correct procedures.

Please note that due to our work with children & young people you will need to complete a CRB disclosure or similar checks.