

Role Profile

Events Volunteer (General programme)



Description

Peterborough Museum & Art Gallery's Heritage Events Team run an active and exciting programme of events throughout the year. We host a wide variety of activities including family activity days, talks, tours, museum lates and creative workshops. We are always looking for support to help prepare and deliver our programme across different ages and activities. We are looking for friendly and proactive people to help to create an engaging and enjoyable experience for visitors.

What will I be doing?

- Greeting and welcoming visitors, possibly collecting tickets, handing out materials and equipment or evaluation surveys
- Giving out information or directing customers to the event in a friendly and engaging way.
- Assist the events team with the preparation of events including photocopying and creating materials and resources
- Assist visitors during the event, perhaps answering questions, showing them to their seats or helping them to participate in activities.
- Assist the staff with the set up and take down of activities.

What skills and qualities do I need?

- Interest in events and activities delivery
- Confident communicating with a wide variety of people and ages
- Proactive and willingness to learn
- Excellent communication skills.
- Team working
- Dedication to providing excellent customer service.
- Punctual and reliable
- Enthusiasm for history and/or working in a customer focused heritage environment (desirable)

When will I be needed?

The needs of the programme vary throughout the year with activities taking place at different days and times, sometimes including evenings and weekends. The Museum is particularly busy with events and activities during the October and February half

term holidays.

Volunteers are not expected to attend all events and activities. You will be able to sign up to events in advance and based on your availability.

We expect a minimum commitment of volunteering for 1 event per month.

Location

Peterborough Museum, Priestgate, Peterborough, PE1 1LF

What will I gain from the role?

- You will gain experience of working within a busy heritage environment, an insight into events delivery and experience of working with a wide variety of ages.
- An understanding of the customer journey and how important it is for repeat visits and positive reviews.
- The opportunity to learn more about the museum and the heritage of Peterborough.
- Excellent customer care, time management and teamwork skills.
- Opportunity to develop self-confidence and experience for your CV

What support will I be given?

- Induction to Peterborough Museum through shadowing other volunteers and staff.
- Support and guidance in your role
- An opportunity to attend volunteer get-togethers throughout the year

How do I apply?

Email: museum@peterboroughlimited.co.uk
Telephone: 01733 864663