



## **Volunteer Role Profile**

### **Front of House Volunteer**

#### **Role Summary:**

*'The Lost Treasures of Strawberry Hill'* opens in October 2018, sees some of the most important masterpieces in Horace Walpole's famous and unique collection return to Strawberry Hill for a once-in-a-lifetime exhibition. Horace Walpole's collection was one of the most important of the 18th century. It was dispersed in a great sale in 1842. For the first time in over 170 years, Strawberry Hill can be seen as Walpole conceived it, with the collection in the interiors as he designed it, shown in their original positions.

Front of House volunteers provide a welcoming experience to visitors as they enter the property and assist in the delivery of an enjoyable shop experience. The role includes; welcoming visitors, selling tickets and membership, upselling guide books and other exhibition merchandise, promoting public events and giving general information. Front of House volunteers are the first people that our visitors meet, and so must be engaging, professional and informative. Working within a small team, volunteers must be willing to multi-task and help out where needed.

#### **Reporting to: Visitor Services Manager & Assistant Manager**

**Commitment:** 2 days per fortnight from 20<sup>th</sup> October 2018 until 24<sup>th</sup> February 2019

#### **Key Responsibilities:**

- Welcoming visitors to the property
- Till work - Handling of cash and credit/debit card transactions
- Selling and issuing of tickets, guides and maps
- Upselling booklets, guidebooks and exhibition merchandise
- Selling membership and explaining the benefits of being a Friend of Strawberry Hill
- Ensuring shop is presentable and fully stocked, talking knowledgeably about shop stock and encouraging purchase of goods
- Handle queries/sign posting general visitors and those meeting with house team

#### **Additional Responsibilities:**

- Telling visitors about upcoming events, promoting ticket sales and sharing information on other services provided by the house e.g. function hire

**This document is intended as a guide to responsibilities undertaken by volunteers and is not a legally binding document.**

*Last Updated: 3 March 2017 by Laura Teale, Property Operations Manager*