



Volunteer Role Profile

Front of House Volunteer

Role Summary:

To provide a welcoming experience for 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, offering information on our retail stock 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

Commitment: Minimum of 1 shift per fortnight

Key Responsibilities:

- Welcoming visitors to the property
- Till work - Handling of cash and credit/debit card transactions
- Selling and issuing of tickets and maps
- Upselling booklets and guidebooks
- Selling membership and explaining the benefits of being a Strawberry Hill Member
- 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.
- Act as an ambassador for the Strawberry Hill Trust
- Any other additional duties that may be reasonably required by the Trust.

Contact

For more information on the role, please contact our Visitor Services Manager, Zeta McDonald on: zeta.mcdonald@strawberryhillhouse.org.uk

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