

BURGH HOUSE

Gallery Volunteer

Burgh House is an exciting venue for history, art and events in Hampstead. We are looking for motivated volunteers who can bring the house to life, engage visitors and help keep the house open for free.

Job description:

- Welcoming visitors
- Taking bookings for hourly entries to the house
- Monitoring visitor numbers, keeping groups to maximum of 6 (unless they are a family or bubble)
- Providing visitors with key information about visiting the house
- Giving visitors a brief history of the house
- Directing visitors through our one-way system implemented to encourage social distancing
- Invigilating the exhibition space, circulating throughout the ground floor of the house to ensure that security and health and safety standards are upheld
- Assisting the curator in monitoring environmental conditions and the safety of objects
- Assisting staff in maintaining a high standard of visitor experience and collection care
- Light cleaning of public spaces between entry times
- Encouraging repeat visits by distributing information about our events
- Manning the shop desk
- Encouraging donations and memberships to support the house
- Helping to promote the museum in the local area

Who we're looking for:

Engaging, professional and friendly volunteers who have a genuine interest in Burgh House.

Excellent communication skills, confident about approaching audiences of all ages and backgrounds, you will be happy initiating conversations with visitors and responding to visitor questions.

Training and support:

We have an induction process, during which we give Volunteers the information we believe they need to enjoy their time with us.

Training is mainly 'on the job', supported by an experienced volunteer as well as the manager on duty.

Volunteers are given regular feedback and we remain open to suggestions on how we can improve the volunteer experience.

Availability:

We are looking for volunteers who would ideally like to cover one 3 hour shift a week (or more!)

Available shifts:

- Wednesday-Friday & Sunday 10am-1pm
- Wednesday-Friday & Sunday 1-4pm

There is also scope in this volunteering role to assist with museum projects from time to time.

Benefits of volunteering:

- 10% discount in Burgh House Café
- 20% discount in Burgh House shop
- Discounts on Burgh House events
- A hot drink from the Burgh House café during every shift

If you would like to find out more, please email us at info@burghhouse.org.uk or phone us on 020 7431 0144.