

## Customer Service Volunteers



### National Army Museum

>To deliver stories around the Museum's new temporary exhibition and key collections themes and objects.

>To interact and engage with the public throughout the galleries.

>To assist the public in wayfinding around the building.

>To promote the Museum's goods, services and facilities.

>To meet and greet booked education and other groups.

>Volunteers will work closely with Visitor Services staff, to the set standards.

### Skills

(Essential)

> Excellent communication and interpersonal skills.

> Confident in public speaking.

> Good time management skills.

> Ability to work on own initiative and as part of a team.

### Support and Training

> Full in-house training will be provided that is specific to the role, which will include site induction; Health and Safety; Equality & Diversity; customer service; and specific computer applications as required.

> Expenses: reasonable out of pocket travel expenses to and from place of work. A sandwich lunch will be provided.

> Volunteers' Handbook with helpful information.

> Regular feedback meetings with designated supervisor.

### Benefits

>Becoming part of a friendly and dedicated team.

>Gain practical knowledge of UK Museums and institutions.

>Corporate t-shirt/sweatshirt provided.

The opportunity is open to everyone aged 18 and over

**Location:**

Chelsea

**Category:**

Front of house/visitor services

**Duration:**

**Type of Contract:**

Voluntary

**Hours:**

Part Time

added: April 25, 2013

deadline: May 22, 2013

More information: <http://www.nam.ac.uk/volunteer>