

## **Volunteer Gallery Assistant**

### **General background**

Orleans House Gallery is based on the Riverside in Twickenham and provides arts for everyone, including exhibitions, arts festivals, family education programme and partnership programmes with a wide range of cultural organisations. It is part of the Heritage Hub along the Riverside and is open 10-5 Tuesday- Sunday.

### **Role description**

This role is based in the main gallery and also includes responsibility for the retail area.

- Welcoming and engaging with visitors
- Providing visitors with information and answering queries
- Responding to telephone, email and face to face enquiries
- Assisting with sales and shop displays
- Cash handling
- Maintaining a neat and tidy reception and retail area
- Contributing to gallery evaluation initiatives and recording data

The expected time commitment to fulfil this role is at least one morning or afternoon every week, including some weekends.

### **Training opportunities**

A number of training opportunities will be available for volunteers in this role including:

- History of the site and collection
- Customer service
- Health and safety
- Manual handling
- IT training

### **Desirable qualities and experience**

- Experience of dealing with members of the public
- Knowledge of the local area and its history
- Enthusiasm for history, art and/or heritage
- Good written and spoken English
- A helpful attitude
- Willingness to learn
- Enjoys being part of a team
- Ability to complete tasks independently
- Confident when meeting new people
- Good time keeping
- Experience of cash handling and using a till