



# Orleans House Gallery

## Volunteer Gallery Assistant

### Role

Based in the Reception of the Main Gallery, you will be the first point of contact for the visiting public and enquiries, ensuring a great visitor experience, assisting with the day to day running of the Gallery, dealing with administrative duties and taking sales from the Gallery Shop.

### Tasks and Responsibilities

- Welcoming and engaging visitors, providing information, the history of the site and answering queries
- Responding to telephone, email and face to face enquiries
- Supervising the Gallery space, ensuring the safety and security of the public, artwork and Gallery
- Assisting with sales and shop displays
- Cash handling
- Maintaining a neat and tidy reception and retail area
- Monitoring visitor numbers and contributing to gallery evaluation initiatives
- Representing the Gallery and Richmond Arts Service

### Training and Support

We will provide training and an induction to cover all information relating to the role. On-going support and supervision are available from staff during your shift. Additionally, there are regular training sessions and events to supplement and further your initial training.

### Desirable qualities and experience

- Experience of dealing with members of the public
- Enthusiasm for history, art and/or heritage
- Able to answer enquiries in a friendly and helpful manner
- 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

### Availability

The gallery is open to the public Tuesday to Sunday, 10am – 5pm, with two volunteer shifts a day, 10am – 1pm and 1pm – 5pm.

We ask for a minimum commitment of one shift every fortnight, although there is flexibility over scheduling.

### Location

This role is based at Orleans House Gallery in the Main Gallery building.

### **Expenses**

We will cover travel expenses up to £12 per day.

### **How to Apply**

Please complete our application form through our website, which is available at <https://www.orchardshousegallery.org/get-involved/volunteer/>

Our Volunteers Co-ordinator will then contact you for an introductory chat, to learn more about your interest in volunteering and discuss the role further.

### **Background**

Orleans House Gallery and Richmond Arts Service is based on the Riverside in Twickenham, promoting arts, culture and heritage through a programme of exhibitions, festivals, events and activities for everyone in the community.

Home to the Richmond Borough Art Collection, comprising of over 4,400 artworks, at a site with a rich 300+ year history, Orleans House Gallery works with local, national and international artists and community partners to engage with the community, as we have done since 1972.

The picturesque South West London location hosts contemporary and historical exhibition spaces, as well as the Grade I listed Baroque Octagon Room, recently restored to its original 18<sup>th</sup> century splendour with funding from the Heritage Lottery Fund.