



Volunteer role profile

Gallery support

Department:	Visitor Services
Location:	Compton Verney
Reports to:	Front of House Manager
Key relationships:	Duty Managers Gallery Assistants and Interpreters Admission and Retail Assistants Commercial Supervisor Individual and Group visitors School groups
Hours per week:	March – December 2017 Expected commitment: 1 day per week
Constraints: (Travel/Base/Working Patterns etc)	Voluntary role, travel expenses paid at 45p per mile and capped at £11 per day. Please note that this role requires standing for long periods and you will rotate through various galleries and ticket check and information points throughout the day.
Date	06.01.17

1. Context

Compton Verney is a national art museum set in 120 acres of fabulous Georgian parkland, only eight miles from Stratford-upon-Avon. We are a registered charity, with the aim of providing an inspiring and entertaining day out for visitors of all ages and backgrounds – whether they have come to see our international art exhibitions, to take part in our wide-ranging activities, to enjoy the diverse features of our extensive landscape, or simply to spend time in our celebrated shop and award-winning café.

A gently-paced cultural oasis in the heart of the South Midlands, easily accessible by road and motorway, we offer a genuinely unique visitor experience that is fun, informative and surprising – but which never lectures or condescends, and which is always jargon-free, cheerfully inclusive and refreshingly relaxed.

Compton Verney seeks to reinforce its position as a nationally and internationally recognised art gallery by continuing to increase visitor numbers and improve the visitor experience, by securing adequate resources to sustain the organisation in the long term, by building our profile locally, regionally, nationally and internationally, and by developing collaborative partnerships with other major institutions and collections.

Please note this volunteer profile does not form an employment contract between Compton Verney and the volunteer.



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2. Main purpose

The Visitor Services operation at Compton Verney is an important part of the gallery offer and as a Gallery Volunteer you will play a crucial role in delivering our high standards of visitor care. Working as part of a team, you will support the Gallery staff and learn from them in order to:

- Provide visitors with orientation and information in an efficient and friendly manner
- Be vigilant and alert in the galleries for the security and safety of the collections, exhibitions and visitors
- Ensure that all visitors entering the exhibition have a valid admission ticket
- Assist Gallery Interpreters on exhibition tours
- Replenish the leaflet stands to ensure they are always well stocked
- Create a friendly environment for visitors that offers an experience they will want to repeat
- Exceed visitor expectations with the quality of presentation, service and information

In addition, you will be eager to learn and develop your knowledge of Compton Verney and its exhibitions, collections, history and grounds.

3. Volunteer specification

It would be useful for the person in this role to have the following

Essential **Desirable**

Work experience

Experience of delivering good customer service

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Previous experience of working in a museum, gallery or retail environment

*

Skills

Interest in or knowledge of art

*

Good listening skills

*

Open interpersonal style

*

Effective team worker

*

Ability to remain focused and self reliant during both busy and quiet times

*

Behaviours and characteristics

An understanding of the security issues pertaining to an art gallery

*

Proactive attitude and a willingness to contribute within a busy team

*

Willingness to undertake training when necessary

*

Self-motivated

*

Clear communicator

*

Alert and vigilant

*

Versatile and flexible

*

Tact and diplomacy

*

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