



Volunteer role profile

Shuttle driver

Department:	Visitor Services
Location:	Compton Verney
Reports to:	Front of House Manager
Key relationships:	Duty Managers Operations Assistant Grounds staff Gallery staff and volunteers Admission and Retail staff Security team Individual and Group visitors
Hours per week:	March – December 2017 Expected commitment: 1 day per week (Sundays)
Constraints: (Travel/Base/Working Patterns etc)	Voluntary role, travel expenses paid at 45p per mile and capped at £11 per day. Please note that due to the constraints of our vehicle insurance, this role is only available to those over the age of 30.
Date:	12.01.17

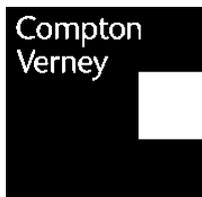
1. Context

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 of the role

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

- Provide a shuttle service between the car park and gallery for visitors using a Compton Verney vehicle.
- Assist with car parking during busy weekends or events.
- Provide a warm and friendly welcome for visitors to the site.
- Provide orientation and information in an efficient and friendly manner.
- Provide a friendly environment for visitors that offers an experience they will want to repeat.
- Exceed all 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, grounds and history.

3. Volunteer Specification

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

Qualification & attainments

Full UK Driving License with minimal points

Essential **Desirable**

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Work experience

Professional driving

*

Experience of delivering good customer service

*

Skills

Good listening skills

*

Open interpersonal style

*

Effective team worker

*

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

*

Behaviours/characteristics

An understanding of the security issues pertaining to an art gallery

*

An understanding of the safety issues pertaining to a visitor attraction

*

Proactive attitude and a willingness to contribute within a busy team

*

Willingness to undertake training when necessary

*

Self-motivated

*

Clear communicator

*

Alert and vigilant

*

Tact and diplomacy

*

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