

Here to Help Volunteer

Role Description

Role Summary

As a Here to Help Volunteer, you will play a key role in enhancing the visitor experience and supporting the Trust's charitable aims.

You'll be on hand to welcome and assist visitors, answering any questions they may have and ensuring they have an enjoyable and memorable visit.

Main Tasks

You'll be welcoming and engaging with visitors as they arrive and leave. Your role will include hiring out mobility scooters and wheelchairs, as well as informing visitors about our sensory bags and the Sunflower Room — resources designed to support those who may benefit from a more accessible and inclusive experience.

Location

Blists Hill Victorian Town.

Expected Commitment

We are looking for volunteers who can commit to at least one regular shift per week. This could be a half-day or a full day, week day or weekends.

More Information

Blists Hill is the busiest site in the Trust's portfolio and this role will have a high profile on site. The individuals carrying out this role will be ambassadors for the Trust and its values and will need to be warm, empathetic and enthusiastic.

The role will require the ability to talk to many people including people with additional needs or hidden disabilities.

Desired Qualifications/Skills

No qualifications are required. You should be confident and comfortable engaging with people of all ages and from all walks of life, be able to stand for the duration of your shift and be comfortable explaining how a mobility scooter operates. You must be over 18.

Training

We will provide on-site training and access to relevant information to give you an understanding of the Museum. You will also receive training for the operation of the mobility scooters.