

WESTBURY MANOR MUSEUM



Front of House Volunteer Westbury Manor Museum

Purpose of the role

You will play an important part in welcoming and caring for visitors to Westbury Manor and keeping it open to the public. As a Front of House Volunteer you will work in the café/shop greeting visitors on arrival, ensuring high standards of presentation, serving customers and assisting with stock management. Our aim is that visitors have an enjoyable and interesting visit to Westbury Manor whether it's visiting our exhibitions and events, popping in the shop for a gift, or enjoying a relaxing cup of tea/coffee in the café.

Background Information

Westbury Manor Museum is a beautiful Georgian/Victorian building in the heart of Fareham with a shop, café, resources room and exhibition space set in a stunning walled garden. The Museum is being completely refurbished between Jan 17 and Jun 17; all the exhibition spaces are being replaced with up-to-date displays and interactives and the café, shop and resources room are all having a re-design.

Typical tasks and duties

- Providing a friendly welcome to Westbury Manor for all visitors and serving our customers
- Till operation and money handling
- Engaging with customers, answering questions and directing them accordingly
- Stock management – keeping shelves well stocked, stock rotation, checking best before dates etc.
- Light cleaning duties including dusting, hoovering, surface cleaning, toilet cleaning
- Assisting the Visitor Services Assistants to meet the venue targets for retail, catering and donations.
- Café specific – basic food prep, table clearance, occasional table service

Essential Attributes

- Willingness to engage with a variety of people in an approachable manner
- Enjoy working with a small friendly team
- Comfortable handling money
- Dedicated and reliable
- Able to follow guidelines and instructions and adhere to safe working practices
- Desire to learn new skills, meet new people and share your own experience

Desirable attributes

- Previous customer service experience

Training and Support

Comprehensive training in customer service and Food Hygiene will be given. Daily supervision by the Visitor Services Assistant and tasks established by the Manager. In-depth induction to all venue H&S and operational procedures plus on-going support and refresher sessions.

What we can offer you

You'll be part of a friendly and dedicated team with the opportunity to meet new people, learn new skills and pass on your own experience. Most importantly, you'll be playing a part in keeping this very special site open. Volunteers receive a Culture Card which entitles them to free entry to paid HCT venues and a 10% discount in all HCT cafes and shops.

More information & contact

We are open Mon – Fri 10am – 5pm and Sat 10am – 4pm. Events can also run during evenings and on Sundays. Most shifts are AM or PM but we do have some mid-day shifts too, shifts are rostered monthly and a variety of café and shop shifts will be given based on preferences where possible. We are very flexible about when you volunteer but require a commitment to volunteer at least once a fortnight, most volunteers on average give their time once a week. While it is anticipated most volunteers will be happy to work in both the café and shop if you have a specific preference please state this on your application form. You are welcome to apply to more than one volunteer position.

For more information or if you are interested in applying contact: cerian.trevan@hampshireculturaltrust.org.uk

Location: 84 West St, Fareham, Hampshire PO16 0JJ

Opening times: Mon-Fri (not Wed) 10am-5pm, Sat 10am-4pm

 01329 822063



www.hampshireculturaltrust.org.uk/westbury-manor-museum

FREE ADMISSION