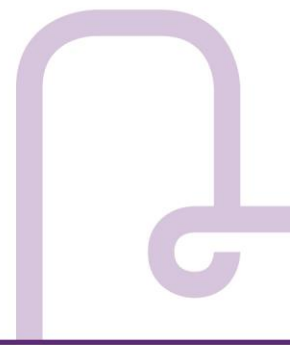


RED HOUSE MUSEUM AND GARDENS



Front of House Volunteer

Purpose of the role: This public facing role-plays an important part in caring for the heritage of Christchurch and making it accessible through your Community Museum. As a Front of House volunteer, you will welcome visitors to the site and provide great customer service for the benefit of our visitors and the local community.

Background Information: Hampshire Cultural Trust, in partnership with Hampshire County Council and BCP Council, manages the Red House Museum and Gardens. Originally built as a poorhouse in 1764, the Museum tells the history of Christchurch and the surrounding area. The focus of our collections are archaeology and social history. The museum is also an historic building with interesting and beautiful open gardens, with resident replica dinosaurs, which are very popular with younger children. The museum's gallery is host to a diverse programme of temporary exhibitions, accompanied by a programme of activities and events.

The museum is usually open to visitors Tuesday to Sunday, although some temporary adjustments to opening times may be in place due to Covid. The museum is open from 10am to 4pm each day apart from Sunday, when the museum is open 12pm to 4pm. The Front of House Volunteers support the museum's Visitor Services Assistant with the care and presentation of the site. We require volunteers to work in small teams for weekly half day shifts. As well as meeting and greeting visitors, you will be responsible for shop and café transactions, preparing hot drinks and serving light refreshments to visitors. Some light cleaning is also required to maintain the museum to a high standard and ensure our visitors comfort.

Typical tasks and duties involved in the role:

- Welcoming visitors to ensure everyone has the best possible experience
- Undertake retail duties, including sale transactions, cash handling and refilling stock
- Preparing hot drinks and cakes, and serving to customers
- Assist with the preparation and stewarding of events and family activities
- Assist with cleaning, preparation and the presentation of the Museum

Desirable attributes:

- Good communication and interpersonal skills
- Customer service skills and confidence to interact with visitors with enthusiasm
- Ability and willingness to help maintain a safe environment
- Ability to work within a small team



Location: Quay Road, Christchurch, Dorset BH23 1BU

Opening times: Tue-Fri 10am-5pm, Sat 10am-4pm,
Suns in school summer hols 12pm – 4pm

 01202 482860



www.hampshireculturaltrust.org.uk/red-house-museum-and-gardens

FREE ADMISSION