

BROOKLANDS MUSEUM

Brooklands Welcome Team Volunteers Role Description

As part of the Brooklands Welcome Team volunteers you will be one of the first friendly faces that our visitors will encounter at Brooklands.

This is a new role to the Museum and has been introduced to assist our visitors with orientation and basic information to help them enjoy their day.

Working as part of a team you will spend a lot of time outside engaging with our visitors. You will be given branded clothing (hi viz waistcoat) so that visitors can easily identify you as a source of information and reassurance.

Key purpose of this role

To engage with visitors on arrival to the Museum to help set them up for a great visit.

You will welcome and direct visitors through the arrival experience, in the current Covid-19 pandemic this will include telling visitors about the measures that we have put in place to minimise the risk of transmission of the virus.

You will manage any queues as necessary and answer basic questions about the history of Brooklands, the practicalities of the site such as where to get refreshments and the locations of toilet facilities. Your knowledge and passion for Brooklands will shine through and help to set up our visitors with a desire to learn more.

You will recommend that visitors begin their visit with our short Introduction film before exploring the rest of the Museum. With a knowledge of our daily activities you'll also recommend things that visitors can see and do during the day.

Additional tasks may include

- helping to keep Admissions looking well presented – washing down signage, litter picking, sweeping leaves
- topping up leaflet dispensers
- scanning visitor tickets on arrival

If the visitor flow slows down, perhaps take a short walk past the Intro film, towards the Admin block – remain visible so you can help visitors with any queries but don't forget to keep an eye on the number of visitors coming from the car park over the bridge. Your colleagues will need your support to deal with fluctuating flow of visitors!

This role will suit you if you are

- Engaging and enthusiastic
- Confident talking to visitors of all ages and backgrounds, individually or in small groups
- Comfortable working outside in all weathers
- Passionate about Brooklands, with a desire to help visitors have a great day out

Ways of working during the Covid-19 pandemic

- Only speak with one household bubble at a time
- Maintain a safe social distance at all times
- Regularly wash your hands/use hand sanitiser
- Wear a face covering if you are working inside and wear one outside if you feel more comfortable doing so
- Ensure you are always up to date with the latest information and ways of working – this may be cascaded verbally by a member of staff or by email.