The Cynon Valley Museum Trust (CVMT) is a charity formed in 2015 responsible for the operation of the Cynon Valley Museum. The mission of the CVMT is to *“promote the education of the local community and beyond in relation to the local history, cultural heritage and the arts of the Cynon Valley”.*

# **Details and purpose of the role**

**Job Title:** Front of House Volunteer

**Reporting to:** Museum Co-ordinator

**Term & details:** Voluntary role

The role of the Front of House Volunteer is to support the museum’s front of house activities with oversight by the Museum Assistant and reporting to the Museum Co-ordinator. Front of House Volunteers will work as part of a team of volunteers and Museum Assistant(s) to welcome visitors to the museum, complete operational tasks associated with the opening of the museum to the public and contribute to the smooth and safe running of the museum inline with all current risk assessments, and safety guidance.

**Volunteer Tasks**

* Meeting and greeting visitors and ensuring high quality customer service.
* Answer Museum Telephone
* Operation of Museum Shop, operating till system, promoting and upselling products and restocking stock.
* Performance of stock checks and taking deliveries from suppliers.
* Ensure visitors are provided with all relevant Covid-19 information ensuring all visitors are signed into NHS Track Trace Protect and/or sign into Museums Tracking system.
* Support Museum Staff to open and close the museum
* Carry out regular cleaning of the museum and ensuring museum looks well presented to the public
* Carry out regular patrols of the museum
* Help prepare rooms for room hires