

Volunteer Role Description

**PITZHANGER
MANOR &
GALLERY**

Visitor Experience Volunteer

Pitzhanger Manor and Gallery

Pitzhanger will become a meeting place for creativity, debate and participation, reanimating Sir John Soane's vision to inspire and enrich our communities with art, architecture and design.

Our mission is:

- To conserve and revitalise Sir John Soane's Pitzhanger Manor in his original parkland;
- To celebrate Sir John Soane's genius as a designer: to nurture understanding of the relevance of Soane's work today, and to carry forward his passion to inspire future generations in art, architecture and design;
- To offer a programme of compelling, ambitious and stimulating exhibitions that provoke and inspire;
- Through an imaginative and wide-ranging programme of participation and events to enable a broad and diverse audiences in Ealing, West London and beyond to ignite their creative potential;
- To offer a stimulating place for creative reflection and debate that will encourage fresh ideas and new connections that enrich our lives; and
- To develop a sustainable business that enables Pitzhanger to deliver its aspirations in the long term, seeking to diversify and grow income streams from a wide range of fundraising and commercial activity.

Volunteer Role

Visitor Experience Volunteers are an integral part of opening Pitzhanger Manor and Gallery to the public.

We are looking for people to join our friendly and dedicated team of volunteers! If you love meeting new people, have a passion for the arts, history or architecture and would enjoy volunteering alongside knowledgeable and experienced volunteers and members of staff, we'd really like to hear from you.

You need to be approachable and friendly. You will gain excellent customer care experience in a multi-use heritage site. We are looking for volunteers to help create an unforgettable day out for every one of our visitors. Your role will be varied; from bringing the house to life as a room warden, welcoming visitors at the information desk, selling guidebooks and merchandise from the shop as well as ensuring that every room is kept neat and tidy.

You will of course be placed where business need is greatest.

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Key Responsibilities

- To welcome visitors
- To be friendly and informative sharing your knowledge and enthusiasm of Pitzhanger and its history with every visitor to the site.
- To answer any questions that the visitors have about the collection or operational aspects of the site, where appropriate
- Direct visitors around the manor, gallery, gardens and to the café
- To operate the tills at the information desk and the shop
- To maintain the appearance of the public spaces within the manor and gallery
- To be a presence on each level of the manor and gallery
- Ensuring vigilance at all times with regard to the safety and security of our site and visitors adhering to all health and safety and operational procedures of the site
- To understand and implement the fire evacuation procedure with primary regard to visitor and personal safety
- To undergo any training as necessary to perform your role well
- To monitor and manage visitor flow for different rooms depending on the room/floor capacity.
- To invigilate the manor and galleries and tactfully but respectfully intervene with visitors where appropriate.
- To use initiative to solve problems that may arise and escalate where appropriate
- To provide assistance to visitors at any point of their visit to ensure they have the best experience at Pitzhanger Manor and Gallery
- To perform ad hoc duties when necessary. This role description is not all encompassing and there may be a need to ask for additional duties from time to time not mentioned above.

Essential Criteria

To undertake this role, volunteers will possess the following skills and attributes.

- A can-do attitude willing to help with a variety of tasks
- A good level of visitor care skills with a visitor-first attitude.
- Able to anticipate different visitors' needs and tailor services to those needs - for example - an understanding of disability/diversity issues and learning styles.
- A friendly manner with the confidence to interact with visitors in both informing them about the site but also in invigilating the gallery and manor in a respectful manner
- Good written and spoken English, with the ability to convey accurate information about the site to visitors and colleagues in a succinct, engaging, interesting and friendly manner.
- Reliable and trustworthy with the ability to use one's own initiative and operate as part of a team.
- Able to adapt to new or changing situations.

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- Willingness to, support and converse about modern and contemporary art as well as the historic manor
- Smart presentation and a confident style.
- Willingness to change and adapt as plans for the site evolve

Desirable Criteria

- A good knowledge of, or willingness to develop, the use of information technology, with experience of using MS Office or similar.
- Able to maintain a level of physical activity within the heritage site, which will involve the need to stand or walk for extended periods of time.

What we offer to you in return

Free entry to our site and exhibitions on any open day of the week

Discount in the shop

Exclusive talks and tours with members of staff

We encourage volunteers to sign-up to the ValueYou scheme <http://www.valueyou.org/>

Tea and coffee making facilities

A full induction

Opportunity, resources and time to learn about the history of Pitzhanger manor, gallery and each exhibition with input from the Director, Curator and other Pitzhanger staff

Experience of what is involved in running a heritage site

First chance to see Pitzhanger's newest exhibitions

What we expect from you:

A minimum of one shift a fortnight with a minimum commitment of a three-month period.

Shifts are a 4 hours each, with one starting in the morning and one starting in the afternoon

Every volunteer is an ambassador of Pitzhanger Manor and Gallery and we expect you to represent our values and behaviours at all times.

Interested?

Please fill out a volunteer interest form to <https://goo.gl/forms/aqsv9L2sWxsozpKg2> and we will be in touch.

Please note, inductions of volunteers will start in the new year. We look forward to meeting you!