



## **Summer Volunteer Museum Assistant**

### **Role Description**

We are looking for enthusiastic volunteers to support our experienced teams of Front of House Duty Managers, and Education & Learning in providing a warm and friendly welcome to our visitors, ensuring they have a fantastic museum experience.

### **About us**

The River & Rowing Museum inspires escape and exploration, telling the many stories of the River Thames and celebrating the wildlife that calls it home. Beyond its beautiful riverside location in Henley on Thames and award-winning building, the Museum's doors open onto art, history, conservation, and the international sport of rowing. Find out more at [rrm.co.uk](http://rrm.co.uk)

### **Why volunteer at the River & Rowing Museum?**

- Be part of a friendly, dynamic and supportive team.
- Contribute to the work of a museum with a diverse programme of exhibitions and events, and a nationally important permanent collection.
- Use and develop your customer service operations skills and experience.
- Build transferable skills and gain valuable CV-enhancing work experience within the culture and heritage sector.
- Supporting and connecting with the museum and the cultural heritage of Henley, the River Thames and Rowing.

### **What you could be doing:**

- Engaging with visitors giving them a friendly welcome to the museum.
- Signposting visitors to museum resources that will enhance their visit.
- Answering visitor questions and feedback visitor comments to the Duty Managers.
- Checking bookings, and selling admissions
- Retail assistance in the shop: serving customers, selling products and putting sales through the tills.
- Volunteers facilitate the object handling and Children's Treasure Trolley, encouraging discussions and answer visitor questions.
- Overseeing visitors in temporary exhibitions to ensure that spaces are kept tidy and that guests have a great experience.
- Carry out light cleaning, setting up and tidying duties where required.
- Helping with Summer Holiday activities and events.
- Playing a role in the smooth operation of front of house: this includes getting to know health and safety and evacuation procedures.

## **Timings**

### **Please note the museum is open 7 days a week.**

- There will be a sign-up rota – two shifts per day from 10:30–13:00 and 13:00–15:30. We are looking to recruit a team of volunteers, with at least one volunteer supporting each session. There will be some flexibility in the rota. You can choose to do regular or ad hoc shifts.

### **What you will get in return:**

- Free admission to the Museum
- 10% discount on admission for up to two friends or family
- 10% discount on children's workshops and adult lectures
- 10% discount in the Museum shop and café
- Biannual social events
- Invitation to Private Views
- Travel expenses

### **Travelling to us:**

**Rail:** Hourly services from London (Paddington), Reading and Maidenhead via Twyford to Henley on Thames. We are a short 5-minute walk from Henley station.

**Bus:** Bus Regular 328/329 bus services between Reading and High Wycombe, stopping at Henley on Thames. There is an hourly X39 service from Oxford.

**Car:** You can use our car park free of charge on the days you are volunteering.

### **How to be involved:**

Download and complete the Volunteer Enquiry Form from [rrm.co.uk](http://rrm.co.uk). Email your completed form to Sarah Tubb, Volunteer Coordinator at [volunteering@rrm.co.uk](mailto:volunteering@rrm.co.uk) or send it to **Volunteering, The River & Rowing Museum, Mill Meadows, Henley-on-Thames, Oxon, RG9 1BF.**

If you have any questions regarding volunteering with us, please email [volunteering@rrm.co.uk](mailto:volunteering@rrm.co.uk).

We look forward to hearing from you.