Volunteer Role Description

Role: Front of House (FoH) Team Member

Team: Front of House

Role Purpose: To ensure that the beginning of each visitor's experience of the museum is a positive one, and to ensure that the museum accurately captures revenue and data from visitors.

Reports to: Front of House Team Lead

About The Long Shop Museum
The Long Shop Museum is housed in a cluster of historic buildings in the Suffolk market town of Leiston. The buildings are survivors of the original 19th century works site of Richard Garrett and Sons. Garretts were world-famous manufacturers of steam engines and other agricultural machinery, and the Museum has important collections relating to farming machinery, steam traction, tools and commercial and domestic products that were made by the works during its 200 year history - from sickles to steam engines, from seed drills to tumble dryers, and from threshers to cardboard box makers.

The Museum site covers over an acre. It includes historically and architecturally important and protected buildings. The Long Shop itself – a prototype for assembly line production – is unique and grade II* listed. The museum helps to explain the town's industrial character and how its residents contributed to the agricultural and industrial revolutions.

Attracting up to 10,000 visitors a year, The Long Shop Museum makes an important contribution to the local tourism offer, both in Leiston and in the East Suffolk area. The Museum is also a place of pilgrimage for many people interested in industrial heritage and archaeology. Our volunteers are at the heart of what makes the museum a success.

What you will be doing:

- Providing a warm welcome for all museum visitors.
- Providing information about the Museum, its layout, displays and facilities.
- Ensuring correct admission charges are collected, and visitor numbers recorded, using the Museum's Point-of-Sale (PoS) system.
- Maintaining the Shop and Tea Room areas so that they are attractive, stocked, and hygienic.
- Encouraging sales from Museum Shop, and using the PoS to accurately take payment, and give change and receipts.
- Being aware of Health and Safety, First Aid and Emergency procedures and contacts, and aiding visitors when necessary.
- Reporting issues or incidents to the Duty Officer.
- Following procedures for recording enquiries, incidents, offers of donations, etc.
- At beginning and end of each day, following procedures for opening/closing the museum.

- Support other FoH volunteers in their duties and provide cover for them when necessary.

This role would suit someone who:

- Has good communication and interpersonal skills
- Enjoys meeting and talking to new people
- Has a calm and welcoming temperament
- Has an interest in the Museum and its history
- Is comfortable working with the Point-of-Sale systems (electronic till), and handling cash – full training and support is provided

What will you get from working as a volunteer at The Long Shop:

- A sense of involvement in a meaningful project.
- Regular interaction with a team with a shared purpose in an accessible and inclusive environment.
- A sense of fulfilment and achievement.
- Regular manual and intellectual activity, and self-actualization.

What training and support will you receive in this role:

- You will receive regular information updates about your team and the museum
- You will be invited to attend regular volunteer forum meetings and social events
- You will receive induction training that includes Health & Safety, and site and task familiarisation
- Comprehensive training on the use of the Museum's Point of Sale systems
- Assistance in learning the background and feature stories of the museum and its collections
- You will be offered optional training related to your chosen role(s) to make your tasks more enjoyable and rewarding

How this role benefits the Museum:

- Visitors who begin their museum experience on a positive note are more likely to stay longer, purchase more, make repeat visits, and give a good account of us to others.
- By promoting appropriate sales of tickets, refreshments and merchandise, and recording and collecting payment for these accurately, it supports the museum financially.
- Accurately recording visitor numbers assists the museum in attracting funding.

Interested in this role?

Please contact us by either:

- Emailing the museum at - info@longshopmuseum.co.uk
- Writing to us at – The Long Shop Museum, Main Street, Leiston IP16 4ES
- Using the Enquiry Form at - https://www.longshopmuseum.co.uk/volunteer-3/
- Calling the museum on - 01728 832189 (you may need to leave a message)

We will provide you with a Volunteer Application Pack by your preferred method (email or post) which will include instructions for if you choose to proceed.