

Visitor Welcome and Room Steward Volunteer Role

The Society of Antiquaries is going to open its doors to the public, on a regular open day for the first time in its history. Our open Fridays will showcase the Society's historic ground floor apartments, including changing displays and the best examples of Medieval and Tudor royal portraiture outside of the National Gallery and Royal Collection.

We are looking for enthusiastic volunteers to be a part of this exciting new venture. Welcoming visitors into the building, providing insight on the Society's activities past and present and the collection itself, and helping to keep that collection secure.

What will you be doing?

- Offer guests a warm welcome to The Society of Antiquaries, and signpost visitors around the ground floor apartments and facilities.
- Engage with visitors, offering information about our the Society's history and collection as well as current activities.
- Promote affiliate membership, talks and late events.
- Invigilate the rooms to ensure the security of the collection, such as stopping visitors from touching the collection.
- Help to ensure that guests have a safe and enjoyable visit at Burlington House and maintain high standards of visitor service.
- Help oversee our small shop when necessary.

What impact will your role have on the Society?

- You will support the Society of Antiquaries to deliver its mission to showcase the Society of Antiquaries and its fabulous collection to the world through this new and exciting programme.
- Offering visitors a warm welcome will mean you are part of delivering an exceptional visitor experience.
- Providing the Society with opportunities to engage with a new and diverse audience.
- Building affiliate membership will sustain and inspire future academic excellence.

What additional benefits does the Society provide you with?

- Being part of a friendly team of staff and volunteers.
- Access to the library and our collection for free.
- Will be given material and training on the history of the Society and the collection.
- Relevant training on Health and Safety and emergency procedure training as well as the EPOS system.
- £10 towards travel expenses on the days you volunteer.

What skills do you need for the role?

This role is suited to people who:

- Enjoy interacting with a diverse range of people.
- Are friendly and welcoming, with good interpersonal skills.
- Take pride in providing excellent customer service skills.
- Enjoy working as part of a team, but also thrive when working independently.
- Want to gain front of house skills and experience in a new and exciting project.

When am I needed?

When we're open, our hours are 10am – 4pm and the volunteer role will be split into morning 10am – 1pm and afternoon 1pm – 4pm shifts. Breaks are included.

Minimum of 3 hours, one shift required, but you would be welcome to do a whole day, two shifts, too.

For one-off and special events, the specifics will be given to you by the Volunteer Manager.