

Volunteer Role Description

Role	Exhibition Volunteer
Purpose	To enhance the visitor experience
Reports to	Visitor Services & Commercial Manager
Location	King Richard III Visitor Centre
Main duties	
<ul style="list-style-type: none"> Engage with the public in key areas of the exhibition in order to enhance their visitor experience. Topics of engagement include the history of the Greyfriars site, the science behind the rediscovery of the king, and the archaeology of the grave-site itself. Assist visitors by answering their queries and helping orientate them within the exhibition. Support the exhibition staff in the setting and dismantling of events, as well as helping out during the events. 	
Skills and abilities required	
<ul style="list-style-type: none"> Excellent customer service skills. Confidence in speaking to, and engaging with, the public. Ability to work in a team and follow instructions. Passionate about history (although you don't need to be an expert). Willing to undertake training. 	
Support/training provided	
<ul style="list-style-type: none"> Formal induction to role. Site briefing. Specific training on how best to engage the public in key areas of the exhibition. Reading material on history and archaeology of the Richard III story. 	
Benefits of the role	<ul style="list-style-type: none"> Gain experience working within the heritage sector at a world-class visitor centre. Develop new friendships and participate in social opportunities. Learn new skills and develop existing ones. Help tell the fascinating story of Richard III's life, death, and discovery.
Dates and times	<p>Volunteer shifts are available seven days a week, and run from 11.00am until 3.00pm, with a 30 minute break to be taken during each shift.</p> <p>Rotas are compiled monthly, and volunteers request which days they would like to work. You may request as many or as few shifts per month as you like.</p>
Special requirements	The role does require volunteers to be able to stand for long periods - around two-hours at a time.
Additional notes	<p>Uniform shirt will be provided.</p> <p>This role is with the King Richard III Visitor Centre Trust, an independent body.</p>