

Solent Sky Museum



Front of House: Welcome Desk Volunteer

Solent Sky Museum is an independent charity which has preserved aviation heritage in Southampton for over 40 years. Southampton is the 'City of the Spitfire' and our museum is located just a stone's throw from the original Supermarine factory where the legendary aircraft was designed and built. Solent Sky celebrates the history of the 26 local aircraft manufacturers - some famous, some obscure - whose work made the Solent region the centre of the world for aircraft research and development. The museum is also home to the Hampshire Police & Fire Heritage Trust and recently welcomed the Southampton Tram and Calshot Spit Light Vessel projects.

Our dedicated volunteer team are key to the success of Solent Sky and support our organisation in a wide variety of roles. Our Front-of-House team have a vital role in helping create a warm welcome for all our visitors through greeting and engaging with visitors. This includes sharing information and knowledge about our various exhibitions and activities as well as providing helpful directions to our displays and facilities.

Volunteer Role Description

As a **Welcome Desk Volunteer**, you will be the first point of contact for all our visitors providing a helpful and friendly introduction to the museum. In this role you will greet our visitors, manage entry tickets and answer general queries about the museum to ensure that visitors have an interesting and enjoyable visit. You will also sell products from the small museum shop and ensure the general up-keep of the Welcome Desk area.

Key tasks:

- Provide a friendly greeting to all visitors on arrival, answer their enquiries in a helpful manner and thank them for their visit on departure and encourage to sign the visitors book
- Issue tickets for the museum, ensuring accurate use of the cash register and card machines
- Manage the Gift Aid process for eligible visitors
- Inform visitors about the exhibitions and displays in the museum to help them plan their visit
- Promote the museum guide book and family trail sheets
- Sell products from the museum shop and assist with re-stocking of shelves
- Support the Duty Manager with other operational and administrative tasks as needed

How much time are our volunteers expected to give?

We are looking for people who can regularly volunteer, ideally for one day each week. The Museum is open seven days a week, and Front of House volunteers are required between 9.45am to 5.00pm on weekdays/Saturdays and 11.45am to 5.00pm on Sundays.

What skills, qualities and experience are needed for this role?

We require previously demonstrated excellence in customer service skills. Experience in cash-handling would be preferred, although not essential as training will be given.

This role would suit people who are:

- Welcoming, approachable and helpful
- Willing to proactively share information with visitors and have good communication skills
- Enthusiastic and interested to learn about the museum
- Reliable, well-presented, friendly and polite
- Able to exercise good judgement while operating both independently and collaboratively
- Comfortable working as part of a team and supportive of other volunteers
- Organised with good administrative skills

What can our volunteers expect from Solent Sky?

We offer our volunteers:

- A welcoming and enjoyable experience
- The opportunity to learn and develop new skills and experience
- To be treated fairly and with respect
- To become part of a friendly, motivated and dedicated team
- An opportunity to meet people from all walks of life and make new friends
- Valuable experience to enhance your CV and job applications
- Following a successful introductory period, free volunteer membership of our Solent Sky Supporters' Group, which offers free entry for yourself and a guest to the museum
- Free parking when carrying out volunteering duties (subject to availability)

Volunteer Application

To apply for this volunteer role, please fill in a [Solent Sky Volunteer Application](#) form and return to:

Duty Manager,
Solent Sky Museum,
Albert Road South,
Southampton,
SO14 3FR

Or email an electronic copy to: supporters@spitfireonline.co.uk