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|  | **The National Tramway Museum - Volunteer Role Description** |

**Role: Meet and Greet**

**Responsible to: Tramway Operations and Visitor Experience Manager**

**Hours: Approx 9.30am to 13.30pm a day (later on event days).**

**Purpose of role:**

To provide a friendly welcome to visitors as they enter the museum and assist the Admissions and Events Teams when required.

**Specific role:**

* You must be at least 18 years of age.
* To orientate visitors with the site.
* To suggest possible itineraries around the site, depending on weather, time and accessibility
* To answer any questions visitors may have.

Training will be given, working alongside and experienced volunteer.

**General Role:**

* To act as a representative and ambassador for Crich Tramway Village and the National Tramway Museum.
* To ensure the health and safety of visitors, volunteers and staff by following designated procedures.
* To work within the guidelines of the Volunteer Policy and related organisational policies (i.e. Safeguarding, Health and Safety, Equal Opportunities, Access, etc)

**Relevant qualities:**

* An enthusiastic attitude
* An interest in working with people
* Reliability and flexibility
* Good interpersonal skills
* An interest in the work of museums, tramways and social history
* Enjoy meeting new people

**Relevant Skills:**

* Experience of / willingness to work as part of a team
* Pleasant, friendly manner, polite under pressure
* Attention to detail