



## Meet & Greet Volunteer

Volunteer Role Description

The Whitaker Museum & Art Gallery

---

### What is a Meet & Greet Volunteer?

Our Meet & Greet volunteers are more than just a friendly face, from greeting every visitor with a warm and friendly smile to answering the phones, they are the heart of The Whitaker and represent the best of all we have to offer.

### What's in it for you?

- Enhance your social skills and grow in confidence whilst working in a popular and well-loved local venue
- Join an enthusiastic and varied volunteer team in a beautiful building with local and historic significance
- A sense of fulfillment knowing that you are helping to support a much loved part of Rossendale's history
- 20% discount in our shop and café, as well as our workshops and ticketed events!

### What's involved?

- Welcoming visitors to The Whitaker and ensuring they get the most out of their visit
- Helping to orientate visitors, advising of our current exhibitions and enabling them to access services
- Promoting our ticketed events and workshops based on the needs of each visitor
- Answering enquiries from visitors, both over the phone and in person

This role is purely voluntary and this arrangement is not meant to be legally binding or an employment contract.

## This role will suit people who...

- Enjoy working in a public environment and has outstanding customer service skills
- Are reliable, flexible and are able to help out on a regular basis
- Have the ability to work without supervision, follow guidelines and instructions
- Has interest in gaining experience of working in customer service, retail and museums
- Has a friendly and approachable manner
- Interest in and some knowledge of local and family history

## Extra information

**Time Commitment:** 1 or 2 days a week

**Volunteer Manager:** Caroline Beardmore – Community Development & Volunteer Coordinator  
– [caroline@thewhitaker.org](mailto:caroline@thewhitaker.org)

### Training for the role:

- Customer care
- Collections familiarisation
- Working with young people and learning groups
- Family friendly training
- Safeguarding and dementia friendly training

**Expenses:** Out-of-pocket travel costs between home and volunteering place will be paid up to a specified limit, and other reasonable expenses agreed in advance.

This role is purely voluntary and this arrangement is not meant to be legally binding or an employment contract.

## **About The Whitaker**

The Whitaker is as much about the future as it is about the past. Building on an exploration of the past and the present, The Whitaker is a place for people to take part in the development of the community. It is a place for people to share their hopes and visions of a better future, and to work together to create the community they want to live in.

We are working to strengthen people's rights and entitlements in terms of cultural access, education and participation in the life of the community. We are concerned with the sustainability of communities, the environment, local industries and the economy. We draw on history and heritage, to help imagine, design and begin to create the Valley we want for people and nature.

The Whitaker has a growing friendly team of volunteers who are the heartbeat of all we do. The volunteers share our passion to provide a unique, quirky, space rich in heritage and culture. The contribution and dedication of our volunteers enables us to provide a sustainable museum that is freely available to everyone.

This role is purely voluntary and this arrangement is not meant to be legally binding or an employment contract.