

# Volunteer Role: Welcome Host

Deadline for applications: Monday 11 November 2019



## The Role:

- Providing a great welcome and point of contact for the Friends of Mall Galleries, whether it's their 1st or their 101st time
- Promoting Friends membership and the benefits it offers
- Signing up new Friends and taking payments
- Providing a focal point for Friends and other visitors, offering information and answers and helping them get the most from their time at the Gallery
- Providing useful information about the local area and local services
- On particularly busy days, occasionally helping at the main gallery desk

## Number of roles available:

- During any one exhibition we would be looking for 4 to 6 volunteers (working in pairs) to attend for a minimum of 2.5 hrs and up to 4 hrs
- We are therefore initially looking to provide training for up to 20 volunteers
- Note: You can volunteer for as many of the exhibitions as you like

## The type of person we are looking for:

- Has good communication skills, confident in engaging with others
- Friendly and approachable, loves meeting people
- Happy working in a team as well as independently
- With an interest in art, or with a willingness to learn
- Confident in asking, when you don't understand or are unsure
- Has basic level computer skills and willing to improve
- Reliable and can commit to their volunteer shift

## What you'll get from the role:

- An opportunity to work alongside our small and friendly team
- An interesting and unique volunteering environment
- The chance to improve your knowledge of art
- The opportunity to meet new people and have fun
- Tea or Coffee, on days you're volunteering
- Travel expenses reimbursed, up to £10 per day

## **Commitment:**

After initial training, we are seeking volunteers who are happy to commit to one day a month or more, at Mall Galleries.

Hours would ideally be 4 hours (with a minimum of 2.5 hours) e.g.:

- morning (10 til 2pm); afternoon (1pm til 5pm); evening (5pm til 9pm)

## **Training:**

No experience is necessary and you don't need to have volunteered before:

- Our training day will cover all necessary information relating to the role
- On-going support and supervision will be available from staff throughout your volunteering experience
- In addition, there are occasional events, which you will be invited to throughout the year, where you can continue your learning, either about art, or the processes behind the scenes at Mall Galleries

## **How to apply:**

If interested, please complete a Volunteer Registration form and send it to: Volunteer Team, Mall Galleries, 17 Carlton House Terrace, London, SW1Y 5BD, or by email to [volunteers@mallgalleries.com](mailto:volunteers@mallgalleries.com), or hand in at the front desk.

Selected applicants will be invited to a discussion and informal interview about the role. Once a decision has been made, applicants will be notified of the outcome as soon as possible and following that, successful applicants will be asked to attend a training day.

Please let us know if you have any access issues and we would be happy to talk to you about how we can meet your needs.

## **Requirements:**

Applicants must be willing to sign the Volunteer Agreement and complete all training required for the role.

Note: we recommend applicants read our 'Guide to Volunteering' before applying.

### **Federation of British Artists**

17 Carlton House Terrace, London SW1Y 5BD Tel: 020 7930 6844 [www.mallgalleries.org.uk](http://www.mallgalleries.org.uk)

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