



Wycombe Museum Front of House Volunteers

We are looking for enthusiastic and friendly volunteers to help in our café and shop!

We are a family friendly, local history Museum now managed by the Wycombe Heritage and Arts Trust and situated in High Wycombe, Buckinghamshire and located in a Grade II listed house surrounded by beautiful gardens. We host seven galleries including our Art Gallery, temporary gallery, interactive old kitchen and Chair Gallery displaying our famous chair collection. Find out more about us and our collection via our website wycombemuseum.org.uk

Wycombe Museum and our volunteers

Volunteers are a vital and valued part of the Wycombe Museum family. We value every skill that people bring and every minute that people give to us, and endeavour to have every volunteer feel appreciated and enjoy the time they spend helping us. We strive to have a relationship with our volunteers based on mutual respect and understanding.

What is involved?

Front of House volunteers are the first face that visitors see at the Museum, or the helpful voice at the end of a phone! You would be helping to enhance the visitor experience by creating positive engagement, and help in promoting Museum events and activities. a

Some things you might be doing...

- Greeting visitors with a warm welcome and a big smile
- Speaking to visitors about the Museum and the local area
- Answering visitors' questions
- Helping with the opening and closing of the Museum
- Selling tickets for events and activities
- Answering the phone in the café area
- Keeping the 'old kitchen' and other galleries tidy
- Keeping the 'art cart', dressing up and other children's activities tidy, fully stocked and in good order
- Alerting staff to any damage or faults in the galleries

Who would be supporting me?

Volunteer Manager, would be your main point of contact.

On a daily basis, the Duty Officer and Front of House staff will be on hand to help and support you.

Where and when would I be volunteering?

Volunteers will be based at Wycombe Museum located on Priory Avenue, High Wycombe, Buckinghamshire, HP13 6PX. Volunteers are asked to commit to one or more regular mornings or afternoons a week, (weekdays and weekends 9.45am to 1.15pm or 1.15pm to 5.15pm), but we are flexible to suit your needs.

What is Wycombe Museum looking for?

We are looking for friendly, enthusiastic people happy to get stuck in, learn new skills and observe health and hygiene regulations. As a visitor-facing role we need volunteers who are happy to chat to people of all ages and backgrounds, helping to make them feel welcome and comfortable during their visit. We would like volunteers to wear something smart-casual, except for some activities where you will want to be comfy and warm instead (for example when greeting visitors outside).

What skills and qualifications do I need?

All you need is enthusiasm and a willingness to learn- you will have some help learning everything else. An interest in Wycombe History is a bonus! If you do have any experience in a visitor or customer facing role- please do let us know.