

Handel & Hendrix in London

Front of House Volunteer Role Description

Volunteers are at the heart of Handel House, and the soon to be opened Hendrix Flat, and provide vital support to the day-to-day running of the historic residences.

Visitor care and customer service

- Make visitors feel welcome
- Help get the most out of the historic residences by answering questions and sharing knowledge
- Help maintain a safe and secure environment
- Perform volunteering to the best of your ability
- Treat all visitors, volunteers and staff with respect, impartiality and dignity
- Follow procedures, especially those concerning health and safety and equal opportunities
- Be flexible in the role of a room attendant, receptionist or shop assistant

Room Attendant

Room Attendants allow the historic residences to run in a smooth and efficient manner. Front of house volunteers are the public face of the historic residences, and play a vital role in projecting a positive image to visitors. Room Attendants act as a point of contact for visitors to provide information and answer questions.

Room Attendants must:

- Be well presented and welcoming
- Acknowledge visitors as they enter the room
- Offer every visitor, or group of visitors an information sheet
- Be willing to answer any questions that visitors may ask
- Be able to give a brief summary of how Handel or Hendrix would have used the room they are in
- Ensure that the room is kept neat and tidy
- Knowledge of concerts and events and how the public can book tickets
- Know about Friends of Handel House, its benefits and how visitors can join
- Be responsible for the security and protection of contents in the rooms
- Supervise visitor safety in an emergency and carry out fire marshal duties
- Complete the hourly tick sheet

Receptionists

The Receptionist is the first person the visitor will see and come in contact with. It is crucial to give a good first impression.

The Receptionist must:

- Be well presented and welcoming
- Keep the desk area clean and tidy
- Keep the leaflet racks stocked with the correct information
- Check that the hand dryers are switched on in all the toilets
- Know about forthcoming concerts at the historic residences
- Know how to issue admission tickets
- Know how to use the credit card machine

- Have up-to-date knowledge about all current entrance offers and Friends schemes
- Issue tickets
- Supervise visitor safety in an emergency
- Make sure that all large luggage and backpacks are left at reception
- Make sure heel protectors are issued if necessary (i.e. if stilettos are being worn)

Shop Assistants

The Shop is important to the finances of the historic residences. So it is important that high standards of presentation are maintained. **All volunteers and staff get a 20% discount on all Handel and Hendrix merchandise.**

Shop Assistants must:

- Have a good knowledge of the shop stock
- Keep the shop counter tidy and clean
- Restock items when needed
- Know how to use the till and the credit card machine
- Ensure high quality visitor and customer care
- Supervise visitor safety in an emergency

Optional duties

Saturday Talks

This is an optional activity which volunteers can take part in that takes place on Saturday afternoons at 15:00. The volunteer can choose any subject that is relevant to the historic residences, research it and deliver a 15-20 minute talk. This is a great way to tap into your knowledge and enthusiasm for a particular subject and also a great way to develop communication and presentation skills.

Tour Guide

Volunteers are able to deliver 1 hour pre booked guided tours around the historical rooms in the house. Training will be provided but the volunteer guides must have relevant knowledge of Handel and/or Hendrix and be effective communicators.

Evening event volunteers

The historic residences occasionally host evening events for external parties. Volunteers are needed to help at reception, the shop, serving drinks/canapés and assisting with people movement and clear up.

Skills, experience, and characteristics would someone need to carry out these roles:

- Be welcoming and friendly
- Know something about the rooms and their contents
- Be approachable and observant
- Treat everyone as individuals
- Be flexible and willing to learn and tackle new skills
- Bring enthusiasm and knowledge
- Be alert to danger and security risks
- Be presentable
- Be punctual, dependable and reliable
- Team player

What times will the volunteer need to come in?

- There are two volunteer shifts throughout the day (with the exception of Thursday where there is three due to late night opening)
- The AM shift is 10:00-13:30, you must arrive 10 minutes before so you can drop your things in the volunteer room
- You should be prepared to stay until 14:00 on some occasions.
- The PM shift is 13:30-18:00; last admission is 17:30
- Travel expenses to Handel and Hendrix in London will be reimbursed up to £5.50 each day you volunteer

What commitment would the volunteer need to make?

- Attend the times you have agreed to – if you have to cancel then give as much notice as possible
- A minimum of 4 months for 1 shift a week
- Be committed to the historic residences mission statement to promote knowledge, awareness and enjoyment of Handel and Hendrix and their music