

Handel & Hendrix in London

Front of House Volunteer Role Description

Volunteers are at the heart of Handel & Hendrix in London and provide vital support to the day-to-day running of the historic residences.

Key responsibilities

- Make visitors feel welcome
- Help visitors to 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 Attendants

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, information resources available in the rooms
- Be willing to answer questions from visitors
- 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
- Have knowledge of concerts and events and how the public can book tickets
- Be aware of security and the protection of contents in the rooms

Receptionists

The receptionist is the first person the visitor will have contact with at the museum. 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
- 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
- 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 Handel and Hendrix merchandise.

Shop assistants must:

- Have a good knowledge of the shop merchandise
- Keep the shop counter tidy and clean

- Know how to use the till and the credit card machine
- Ensure high quality visitor and customer care

Optional duties

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. At these events volunteers are needed to help at reception, in the shop and assisting with stewarding.

Volunteer Shifts

Volunteers can choose whether they would like to spend the full day with us, from 11am till 6pm, or a shorter shift in either the morning or the afternoon. Please specify your preferred choice on the application form.

Volunteer Commitment

Volunteers are asked to be punctual and to let the Front of House Supervisor know if they will not be able to attend their shift with as much notice as possible.

Volunteers must be committed to the historic residence's mission statement to promote the awareness, knowledge and enjoyment of Handel and Hendrix and their music.

To apply, please download an application form from our website: <https://handelhendrix.org/get-involved/volunteer/> and return it to volunteer@handelhendrix.org

Alternatively you can return your completed application form via post to;

Front of House Supervisor
Handel & Hendrix in London
25 Brook Street
London
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