

Volunteer Role Description	Weekend Volunteer
Commitment	One weekend a month (Sat & Sun) – 11:30am to 4:30pm
Supervisor	Learning and Volunteers Officer
Organisation information	Turner's House Trust is committed to extending access to the house and engaging visitors with both the heritage of the site and the story of JMW Turner himself. We aim to illustrate his relationship to the local area which influenced many of his paintings. The House also offers a high-quality programme of learning and participation activities for people of all ages.
Purpose of role	<ul style="list-style-type: none"> ➤ Be responsible of the house operations on weekends ➤ Provide a high quality, friendly and informative engagement with visitors and be the welcoming face of Turner's House Trust ➤ Make Sandycombe Lodge accessible for as many people as possible ➤ Support the House's strategic aims. ➤ Contribute to achieving a thriving volunteer effort
Tasks	<ul style="list-style-type: none"> ➤ Lock and unlock the house at weekends, and assure that the house is clean and ready for visitors ➤ Supervise and be responsible for all the activities of the house during opening times in the weekends ➤ Support the delivery of excellent visitor experience ➤ Manage the ticketing system and the shop, including cash-handling and float management ➤ Ticket reporting and reconciliation ➤ To be vigilant at all times, with regard to the safety and security of visitors, colleagues and yourself and to alert staff of any problems quickly and clearly ➤ Develop a good understanding of the history of Sandycombe Lodge, JMW Turner and his art ➤ Front of house duties, including issuing tickets, feedback forms and selling items from the gift shop ➤ Identify improvements in the volunteer experience
Required Skills	<ul style="list-style-type: none"> ➤ Previous experience in front of house and visitor experience ➤ Interest in art, architecture or heritage ➤ Willingness to learn ➤ Good communication skills ➤ Friendly and proactive personality ➤ Reliability ➤ Experience of customer service and retail desirable, but not required ➤ Basic IT skills
Support & training	<ul style="list-style-type: none"> ➤ Induction day ➤ Full training on all aspects of the role and the heritage of the House, including training on key aspects of the House's health and safety, shop, and the ticketing system ➤ First Aid training ➤ Regular volunteer information events ➤ Regular updates on the wider activities of Turner's House Trust ➤ Advice and guidance from the Learning and Volunteers Officer ➤ Opportunities for further mentoring and training, eg through CVS Richmond
Benefits of volunteering	<ul style="list-style-type: none"> ➤ Become part of a friendly and dedicated team ➤ Opportunity to develop new and existing skills in front of house management, museum operations, and visitors engagement ➤ Opportunity to meet new people ➤ A programme of cultural trips and social events ➤ 10% shop discount and free entrance throughout the year ➤ Contribute to the valuable work of making Turner's House available to the public and developing interest in heritage in Twickenham ➤ Gain experience working in the heritage industry
Application procedure	Email Application form and CV to Rita Piglionica Introductory meeting at Turner's House with LVO and Museum Director Reference requests
Further information	Rita Piglionica, Learning and Volunteers Officer, learning@turnershouse.org