



Welcome Volunteer

Our Welcome Volunteers are based at the museum front desk and provide a warm welcome to our visitors and assist with the day-to-day running of the museum. A professional and friendly presence, our volunteers assist visitors with tickets, shop sales, general enquiries and direct them to staff when needed. As they are often the first contact a visitor has with the museum, Welcome Volunteers provide a key role in the visitor experience at the museum.

What would you be doing?

Welcoming visitors, providing information about the museum, and selling tickets.

Encourage people to Gift Aid their admission ticket to increase income for the museum.

Selling the merchandise available in the shop and keeping an eye on the gift shop area.

Assisting visitors with the Explore Chest and any trails and leaflets.

Encouraging return visits and word-of-mouth by providing a great visitor experience.

Assisting with procedures in the event of an emergency.

Answering telephone, managing general enquiries.

What opportunities would you gain?

Develop your skills and experience within a heritage organisation

Join a fun and enthusiastic team to share our interest in local heritage

Meet new people within the local community

Free entry to Ely Museum

10% off in the museum shop

What will the museum expect of me?

To be friendly and confident and welcoming to visitors

To have good team work and social skills

To be polite, punctual and reliable

To learn to use the till and answer basic questions

To be willing to learn about and advocate for the museum's events, exhibitions, and activities

What can I expect from the museum?

All volunteers receive a general induction to the museum, its policies and procedures, and an introduction to the staff and their roles. You will receive specific training on the till, the front-of-house procedures and emergency procedures.

Welcome Volunteers are responsible to the Visitor Services Officer. Volunteers will be supervised and supported for their initial shifts and will never be left alone in the building.

What is the time commitment?

Our Welcome Volunteers work in two hour shifts from 10.30am-12.30pm or 1pm-3pm, Wednesday – Friday. Volunteers are expected to commit to at least one shift a fortnight for an initial period of three months.

Where will this role be based?

Welcome Volunteers are based at Ely Museum at The Old Gaol on Market St in Ely.

Reasonable expenses will be reimbursed, if required.

About Ely Museum

Ely Museum is an award-winning independent local history museum based at Ely in East Cambridgeshire. It tells the story of the lives of the people who have lived in this area and the landscape in which they live. With displays covering topics from fossils and prehistory, to farming and the world wars, the bright and colourful galleries are family-friendly and welcoming.

How to apply

If you are interested in this role please fill in our Volunteer Application Form. If you have any questions please speak to sara@elymuseum.org.uk or via 01353 666655