



Museum Engagement Volunteers For Lewes Properties

We are looking for positive and welcoming individuals to come and join our friendly front of house team. The role will mainly be based at our reception desk in our gift shop. This is where visitors first arrive when they visit our sites, buy tickets and start to learn about what they can see during their visit. We have three sites in Lewes; Lewes castle, Anne of Cleves and each site has its own reception area.

Tasks required:

- Being a friendly welcome for visitors, answering basic enquiries about Sussex Past & the Lewes sites
- Carrying out basic transactions on the till for tickets, gift shop purchases and memberships
- Meeting & Greeting visitor groups and schools – giving a basic welcome to the site - leading groups to where they need to go etc
- This is a flexible role and may also involve ad-hoc tasks dependent on the day's events, such as roping off exhibitions, promoting our donations box, or handing out questionnaires for visitors for example

Skills & Qualities Needed:

- Good interpersonal communication skills
- Positive and welcoming demeanour
- Feel comfortable making payment transactions and operating a till (training will be given)
- Good customer service skills
- Team player
- Ability to stay calm and organised in a busy environment
- A knowledge of local history is useful for this role, however this is not required. Your enthusiasm and willingness to learn about the local history of our sites is all we need!
- This role is for over 18's

Support & Training:

- You will receive an induction on the history of our Lewes properties and The Sussex Archaeological Society so you can feel confident and comfortable in your role.
- For this role you will receive training on our till system.
- You will have a staff member that will be able to support you in your role and answer any questions you may have.
- There will also be opportunity for ongoing training as and when required.

What can I expect?

- An opportunity to socialise and meet new people.
- A supportive and encouraging environment to grow your skills and knowledge.
- Develop deeper understanding of Sussex's fascinating history.
- Free membership to all of our sites and discounts at our cafés and gift shops.
- 50% discount on admission to English Heritage properties in Sussex, Kent and Hampshire.
- Reimbursement of reasonable travel costs for your volunteering.

To Apply

To find out more or ask any questions, please do not hesitate to get in touch. We can answer any questions you may have and give a little more information to see if the role might just be right for you, please email anniewills@sussexpast.co.uk