



Royal
Academy
of Music

Gallery Volunteer Role Profile

Purpose of the role

This role welcomes visitors to the Royal Academy of Music Museum. It includes; greeting and orientation of visitors, answering visitor's questions, providing directions, providing information about the museum facilities, handing out museum guides and other museum related leaflets, informing visitors about current exhibitions and projects taking place in the museum and helping out with museum events.

A passion for music and history and an interest in working with the public is essential for this key front of house role.

As first point of contact for all visitors you will be responsible for creating a welcoming environment and a positive impression.

Full training will be provided.

Role duties

- Welcome visitors to the museum
- Talking to visitors about studying at the Academy
- To offer information and talk to visitors about the collections and the current temporary exhibitions
- Provide visitors with information about the facilities and layout of the museum and Academy building
- Collating visitor numbers to the galleries
- Undertaking visitor research and encouraging visitors to provide feedback
- Assisting with museum events
- Keeping the gallery and all museum areas tidy and clean

Skills required

- Excellent communication skills
- Good English language skills
- Excellent inter-personal skills
- Confident and out-going personality
- Organisational skills
- Vigilance
- Ability to work independently
- Good team work skills
- Reliability