



THE DAVID ROCHE FOUNDATION
ADELAIDE

Volunteer Role Description

Role Title	Front of House Volunteer
Supervisor	Administration & Finance Officer
Location	241 Melbourne Street, North Adelaide, SA 5006
Duration of Role	Ongoing
Hours	Various (Tuesday – Saturday)

Purpose of Role

The role of the Front of House Volunteer is to welcome visitors to the museum, engage with them and help them have an enjoyable and memorable experience. It involves taking payment for tickets and merchandise sold, operating the cloak check, serving refreshments and assisting on tours, whilst keeping the museum presentable. There will be at least two Volunteers working alongside each other on each shift

The David Roche Foundation Overview

A registered charity whose activities and outcomes are stated as: Exhibitions open to the general public and tutorials for students about decorative arts, through our on-site gallery, showing examples of the fine and decorative arts, including making available descriptive catalogues for further study. Active lending of exceptional items to other public institutions including art gallery and museum and library in Australian States

Key Tasks

- Ensure the museum is presentable and ready to receive visitors
- Greet visitors, welcome them into the museum and engage with them
- Check tickets and check bags into the cloakroom
- Serve refreshments upon arrival of visitors
- Assist on tours supporting the Guide and also to provide a security presence
- Take payment for tickets and merchandise sold
- Maintain a high level of customer service

What you will gain from this role

- Develop your skills and experience within a museum setting
- Working with a friendly team
- Interacting with local, national and international visitors
- Enhancing your communication skills
- Learning about fine arts and history relating to the collection
- Personal satisfaction of helping visitors have an enjoyable and memorable experience
- Volunteering in a beautiful environment

Skills & Knowledge

- Friendly and approachable with the ability to interact positively with people
- Good communication skills
- Reliable
- Good time-keeper
- Flexible
- Well presented
- Comfortable working as part of a team

Desirable but not essential

- Previous experience in a similar or related role
- An interest in antiques and fine art

Training & Additional Requirements

- Volunteers are required to undergo a police check prior to commencing the role
- Volunteers will receive training to carry out the role
- Volunteers should be well-presented in a smart but casual appearance. It's advisable to wear comfortable shoes as you will be mostly on your feet

Additional Information

- Volunteers are responsible for their own travel arrangements and costs to and from the museum
- Volunteers are to provide their own food

How to Apply

- To express interest in the role, or for more information, please contact jaynebailes@rochefoundation.org.au