

Role description: Hotel Volunteer

Area: Liaising with local hotels

Role title:	Hotel Volunteer
Project description:	<p>Increase awareness of the Russell-Cotes with Bournemouth hotel staff and guests. The idea is to inspire hotel staff to recommend us to their guests</p> <p>Following the Hotel Volunteer process, you will go out and visit the hotels listed and talk to them about the Russell-Cotes, the exhibition programme, and forthcoming events.</p>
Project manager:	Ruaidhri O'Mahony
Where:	Russell-Cotes Art Gallery & Museum and off-site with local hotels
When:	There are no set times as these will be to best suit the hotels. Currently Monday to Friday, 9am to 4pm.
Commitment:	<p>The Hotel Volunteer should commit to visiting a certain number of hotels per month. The Volunteer will need to commit to regular training in:</p> <ul style="list-style-type: none"> • Exhibitions • Historic House and Collections • The Story of the Victorian Villa tour • The Story of the Paintings tour <p>The Volunteer will also need to keep themselves up to date with upcoming events and marketing materials for such events.</p>
Duration:	This is a new Volunteer project and we envisage it becoming a staple part of our Volunteer programme.

<p>Requirements: (skills etc)</p>	<p>You will have the confidence to approach hotels and get into conversation with receptionists and hotel staff as a way of promoting the Russell-Cotes.</p> <p>The candidate will need:</p> <p>Good interpersonal skills and an approachable manner. The ability to interact with the public and the physical stamina to visit the hotels with leaflets.</p> <p>Willingness to learn about the Russell-Cotes and our history, our exciting exhibitions, and upcoming events.</p> <p>Ability to share fascinating tidbits in casual conversation to capture the imagination of the hotel staff.</p> <p>Ability to record results and feedback using our Microsoft Office computer package.</p> <p>Undertake the fire induction and annual update and any other health and safety training.</p> <p>Hotel Volunteer tasks:</p> <ol style="list-style-type: none">1. Plan your visit: Locate your batch of hotels to visit in a sensible order, without getting lost!2. Approach Reception and chat to the receptionist(s), enquiring if:<ul style="list-style-type: none">• More leaflets are needed (top up as needed)• Develop rapport with receptionist(s), giving them information about the Russell-Cotes and discussing the Museum offer generally• Ensure awareness of visitor entry information• Share details of current and upcoming exhibitions• Chat about upcoming events and leave A5 flyers3. Reporting of visit using the relevant Hotel Volunteer process. Feedback any questions or issues
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<p>What's in it for you:</p>	<p>Making a hugely positive impact on visitor figures and contributing to the work of the Russell-Cotes.</p> <p>Proven work experience in supporting the marketing of the Russell-Cotes.</p> <p>Direct experience of heritage customers.</p> <p>Learning about the history of the Russell-Cotes, gaining insight into the work of the Curators and being the first to hear about exhibitions and events.</p> <p>Joining this friendly team of Volunteers, either out on the hotel beat, or in the staff room for a nice cup of tea!</p> <p>Volunteering at the Russell-Cotes is a unique chance to interact with this fascinating historic house and develop your knowledge on its history.</p>
<p>Why we want you:</p>	<p>We are starting a new volunteer project which is crucial to the work of the Museum.</p>
<p>Training:</p>	<p>House Tour Volunteer Induction Fire Induction Health and Safety Induction</p>
<p>For more information, contact:</p>	<p>Ruaidhri O'Mahony ruaidhri.o'mahony@bournemouth.gov.uk</p>
<p>Notes:</p>	<p>Tea and coffee is provided for volunteers in the staff room.</p> <p>We do not usually pay volunteers expenses and we ask that prospective candidates consider the implications of this on their travel expense before applying.</p>
<p>Last Reviewed:</p>	<p>26 November 2016</p>