Front of House Volunteer

Richmond Arts Service and Orleans House Gallery

Can you help us build community through creativity?

Orleans House Gallery

Based in the Reception of the Main Gallery, you will be the first point of contact for visitors to the Gallery, giving a warm welcome, assisting with enquiries and ensuring a high-quality visitor experience. You will also support the day to day running of the Gallery, dealing with administrative duties and supporting the Gallery Shop, sharing product information with visitors and taking sales.

Tasks and Responsibilities

- Welcoming and engaging visitors, providing information about the gallery and programmes
- Responding to telephone, email and face to face enquiries
- Being a visible presence in the Gallery space, ensuring everyone's safety and the security of artwork and our retail space
- Guiding visitors around the gallery and wider site
- Assisting with sales and shop displays, including cash handling
- Maintaining a neat and tidy reception and retail area
- Supporting our retail work, with stocktaking, pricing and other tasks
- Monitoring visitor numbers and contributing to evaluation initiatives
- Representing the Gallery and Richmond Arts Service

What we hope you will get from the role

- The opportunity to meet new people and engage with the local community
- Improved and demonstrable administration and communication skills
- Valuable insight and experience of a contemporary art gallery, crossing the arts, cultural and heritage sectors
- An understanding of the breadth of arts activity offered by Richmond Arts Service

Training and Support

We will provide training and an induction which covers all aspects of the role. On-going support and supervision will be provided by staff throughout your time with us. Additionally, there are regular training sessions to supplement and further your initial training, as well as a varied programme of volunteer events and activities to join in, meet people and learn something new!

Desirable qualities and experience

- Enthusiasm for meeting and engaging with people and sharing information
- Interest for contemporary art, local history and/or heritage
- Able to answer enquiries in a friendly and helpful manner
- Willingness to learn, particularly administrative skills

- Enjoys being part of a team
- Ability to complete tasks independently
- Good time keeping

Availability
The gallery is open to the public Tuesday to Sunday, 10am – 5pm, with two volunteer shifts a day, 10am – 1pm and 1pm – 5pm.

We ask for a minimum commitment of one shift every fortnight, although there is flexibility over scheduling.

Location
This role is based at Orleans House Gallery in the Main Gallery building.

Expenses
We will cover travel expenses up to £17 per day.

How to Apply
Please complete our application form through our website, which is available at https://www.orleanshousegallery.org/get-involved/volunteer/

Our Volunteers Co-ordinator will then contact you for an introductory chat, to learn more about your interest in volunteering and discuss the role further.

Background
Richmond Arts Service is based at Orleans House Gallery on the Riverside in Twickenham, promoting arts and culture through a programme of contemporary art exhibitions, festivals, events and activities for everyone in the community.

We foster creativity and enjoyment of the arts, enable people to reflect on their lives and develop new ways of seeing the world. We bring thought-provoking art to the Borough and cultivate a network of individuals, organisations and programmes that nourishes the arts, local organisations and communities.

Home to the Richmond Borough Art Collection, comprising of over 4,400 artworks, at a site with a rich 300+ year history, Orleans House Gallery works with local, national and international artists and community partners to engage with the community, as we have done since 1972.