



Volunteering at the Royal Academy...

Visitor Experience Meeter & Greeter, Rubens Exhibition (24 January – 10 April 2015)

In the heart of Piccadilly, the Royal Academy of Arts is one of the UK's leading arts institutions, dedicated to the making, exhibiting and debating of art. From January to April 2015, the Royal Academy will be holding the major exhibition *Rubens and His Legacy: Van Dyke to Cezanne*.

To enhance the visitor experience, for the duration of our Rubens exhibition, we are seeking a team of passionate and outgoing volunteer 'Meeters & Greeters' who enjoy helping people. The Visitor Experience Meeter & Greeter plays an important part in creating a welcoming and memorable experience for all of our visitors. We are looking for pro-active team members with an intuitive and enthusiastic approach and a passion for exceptional customer care. Volunteers will be ambassadors for the Royal Academy and our visitors at all times.

What is the time commitment?

For this role we're asking for a minimum of one shift per week (3 hours).

Shifts are available Monday – Sunday, 10.30-13.30 and 13.00-16.00 between 24 January until 10 April, 2015.

What will you be doing?

- You'll be on hand to provide a warm, friendly welcome, helping all visitors to discover the RA exhibitions, events and activities; including all cafés, the restaurant and shops.
- Managing queues and giving directions, predominantly outside in our courtyard - additional clothing will be provided.
- Responding to queries and providing general information with personality and sincerity.
- Demonstrate knowledge of the Friends Membership package so you can direct queries as appropriate.
- Help visitors with different access requirements, where necessary, to ensure they are able to make the most of their visit.
- Help promote the Guided Tours and Gallery Talks.
- Encourage verbal feedback and respond to any recommendations for improvement.

What will this volunteer opportunity offer you?

- The chance to meet people from all walks of life and make new friends

- Gain experience of working in a busy, exciting, customer facing arts environment and to learn new skills
- Opportunity to make a valued contribution to the Royal Academy's vision and values

Interview and training requirements

In order to be taken on for this role you must be available to attend a group recruitment session on either Friday 9th January, 6.30-8.30pm or Saturday 10th, 11-1pm, and a training session on Thursday 15th January, 10.30-12.30pm or Friday 16th January, 6.30-8.30pm. Please specify your preferred dates in your expression of interest form.

What are we looking for?

- Enthusiasm and experience of working with the public, providing an excellent visitor experience in a busy customer focused environment. Ability to relate to many different/diverse people, when English may not be their first language.
- Excellent communication skills and command of English
- Friendly and welcoming, patient, tactful, a good listener and quick thinker.
- Ability and willingness to take a pro-active approach to frontline work – seeking out relevant information, and suggesting different and improved ways of working.
- A good team player with strong interpersonal skills. Will work alongside and take direction from RA team members including Security, Box Office staff and duty managers.
- A second language would be an advantage

Please note: travel expenses will be reimbursed for this role at a maximum of £10 per day, proof of travel needed.

How to register your interest:

To be considered for this opportunity, please complete our Expression of Interest Form. This can be downloaded from the '**Other Opportunities**' section, towards the bottom of our [Careers page](#).

Please send your completed Expression of Interest Form to recruitment@royalacademy.org.uk by Tuesday 6 January 2015 (Midnight).

More information about the Rubens exhibition is available here;

<http://www.royalacademy.org.uk/article/rubens-and-his-legacy-the-story-so-far>