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**Volunteering at the Royal Academy…**

**Friends Experience Volunteer**

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. The RA has a diverse programme of exhibitions in 2017 from ‘Revolution: Russian Art 1917–1932’, to the ‘Summer Exhibition 2017’, ‘Matisse in the Studio’, ‘Jasper Johns’ and ‘Dali/Duchamp’. Our Friends Experience Volunteers are vital in creating an engaging and memorable experience for all of our visitors and Friends.

The RA is one of the largest arts membership organisations in the world and our volunteers are ambassadors for both for the Royal Academy and our membership scheme. We are looking for volunteers who are passionate and pro-active, with an intuitive and enthusiastic approach to delivering exceptional customer care. Based at the Friends Information Desk, volunteers work as part of a small team, helping to support the Friends Membership Assistants and Visitor Experience colleagues in providing a warm welcome to all.

**What is the time commitment?**

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

Shifts are available Mon – Sun, 10.00-13.00 and 13.00-16.00. We are particularly looking for volunteers with weekend availability.

**What will you be doing?**

* You’ll be on hand to provide a warm, friendly welcome to a large and varied number of people, recognising the appropriate level of assistance needed.
* Giving directions and responding to queries, providing general information with personality and sincerity.
* Demonstrate knowledge of the Friends Membership package in order to promote and explain the benefits and/or direct queries as appropriate.
* Checking and scanning Friends cards when entering the Keeper’s House.
* Help promote the Guided Tours and Gallery Talks.
* Encourage verbal feedback and responding to and logging 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 Saturday 28th January (10.00 – 12.00) and a training session on Saturday 11th February (10.00 – 13.00).

**What are we looking for?**

* Enthusiasm and experience of working with the public and 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 a quick thinker.
* Ability and willingness to take a pro-active approach to frontline work – seeking out relevant information, using email and the internet, and suggesting different and improved ways of working.
* A good team player with strong interpersonal skills. Must work alongside and take direction from RA team members including Security, Box Office staff and duty managers.
* A second language would be an advantage.

**How can you get involved?**

Please complete an Expression of Interest form, stating which role you are interested in, and send it through to [volunteering@royalacademy.org.uk](mailto:volunteering@royalacademy.org.uk) by **Sunday 22nd January 2017.**

Or send via post to: Sarah Blome, Volunteer and Apprenticeships Assistant, Royal Academy of Arts, Burlington House, Piccadilly, London, W1J 0BD.

**Please note:** travel expenses will be reimbursed for this role at a maximum of £12 per day, proof of travel needed.