

# The Black Watch Castle and Museum

## Volunteer Role Description

<b>Role Title:</b> Greeter	<b>Location:</b> Museum Gift Shop/Front of House
<b>Department:</b> Museum Gift Shop	<b>Role Supervisor:</b> Retail Manager

### Purpose of the role:

To welcome visitors into the Castle and Museum and assist the Front of House team to provide a world class visitor experience.

### Main Duties and Activities:

- Welcome visitors to the Museum
- Describe the layout of the Museum, galleries and facilities to visitors
- Distribute a Museum guide or introduce the visitor their Tour Guide
- Assist in general duties front-of-house as required
- Be prepared to learn about The Black Watch history
- Be prepared to learn the gallery highlights

### Hours or Day(s) Required:

Approximately one half day per week

### Skills & Personal Qualities:

- Articulate
- Have good interpersonal skills
- Enthusiastic
- Smart appearance
- Flexible in approach

### Training of the Volunteer:

- Interpersonal skills and management of visitors
- Historical and contemporary knowledge of The Black Watch, Balhousie Castle, the British Army or the Armed Forces
- Knowledge of various Black Watch Castle and Museum initiatives

### Resources Required:

- Staff time for training, support and supervision
- Space for lunch and breaks

### Benefits to you:

- Contribute to the positive experience of our visitors
- Learn about Black Watch history and the Museum collection
- Meet new people and work as part of a team
- Share the legacy of The Black Watch
- Support your local Museum

- **Disclosure:** No