



## WiSH 'The Greatest Story' Museum Host- Plough Lane

### Volunteer Role

A self-financing / not for profit organisation, Wimbledon in Sporting History (WiSH), has a museum space, known as The Greatest Story (TGS) in the new stadium at Plough Lane, home to AFC Wimbledon.

A WiSH Host will be a friendly, welcoming and dedicated person who is inclusive and reliable. Good communication and team working skills will be key to making the WiSH Greatest Story space something to be proud of.

Volunteer hour role is estimated at 4 hours a week.

As a WiSH TGS Host you will

- Be friendly, cheerful and make visitors feel welcome.
- Enjoy engaging with a diverse range of people.
- Work well with the Stadium Tour Team Lead and Stadium Tour Guide team.
- Ensure safety, e.g. potential overcrowding.
- Answer simple queries.
- Monitor security.
- Liaise with shop management.
- Ensure that TV's in TGS Museum are utilised and support Stadium Tour Guide Team Lead with content ideas.
- Encourage visitors to provide feedback in the feedback books in the Museum.
- Complete all required volunteer paperwork.
- Become part of a friendly, supportive team



## Person Specification

<b>ROLE TITLE</b>	<b>WiSH Tour Guide</b>
-------------------	------------------------

<b>REQUIREMENTS</b>	<b>Essential / Desirable</b>	<b>Evidence measured at</b>
<b>QUALIFICATIONS /EXPERIENCE</b>	Not essential	Application (AP) Interview (INT) Reference (R)
Relevant Qualifications	Not essential	-
Relevant Experience	Not essential	AP, INT, R

<b>SKILLS AND ABILITIES</b>		
Welcoming / engaging communicator with good interpersonal / team working skills.	E	AP, INT
Reliable / Sufficient time available.	E	AP, INT, R
Able to operate unsupervised	E	AP, INT, R
Able to work in a team and also individually.	E	AP, INT, R
Able to communicate clearly and concisely	E	AP, INT, R
Committed, passionate and Self Motivated with a Willingness to learn	E	AP, INT
Comfortable with monitoring / Managing visitor behaviour	E	AP, INT
Awareness of own limitations & boundaries	E	AP, INT
Genuine interest in club history and a willingness to invest time in understanding display items	E	AP, INT
Understanding of diversity, inclusivity and accessibility	E	AP, INT