

Lauderdale House

Highgate Hill, Waterlow Park, London N6 5HG
www.lauderdalehouse.org.uk
registered charity 275502 Company number 1352278
020 8348 8716

Gallery Steward/ Receptionist Volunteer Position

Lauderdale House is a Grade II* listed heritage house situated in Waterlow Park, Highgate. The House is brought to life as an arts and education centre with a varied creative programme of exhibitions, classical concerts, children's shows, jazz, family events and classes. We also run an extensive creative educational outreach programme with young people. The House has just completed a major refurbishment and we need help to expand our audiences and visitors so as many people as possible can enjoy this heritage building and its activities.

Benefits & Opportunities for our Volunteers include:

- The chance to gain an extra edge on your CV
- To acquire new skills and experience
- To enjoy the opportunity to give something back to the community;
- To work in a friendly and creative atmosphere with people of all ages – including working for a charity, as well as working for an arts and educational institution

We like to agree specific programmes of work for every individual to ensure that everyone finds what they are looking for and they can make an impact on what we do.

Responsibilities & Tasks could include:

- Setting up and opening the galleries
- Welcoming people when they arrive; you are the 'face' of Lauderdale House
- Answering a wide range of enquiries (personally and via telephone)
- Encouraging people to use the Room Guides and showing people how to use the touchscreens to find out more about the history of the House
- Box office, ticket sales and selling postcards and books (small transactions only)
- General administration

Required Skills & Experience:

- Good communication skills and an enthusiasm for offering a warm and friendly welcome to all visitors to Lauderdale
- A reliable, calm and friendly personality with the ability to use own initiative
- Experience of or willingness to learn how to operate a simple phone system
- Basic computer skills would be useful but not essential
- Ability to handle small financial transactions
- Ability and willingness to undertake general clerical tasks i.e. filing, mail-outs
- An interest in the arts, heritage and/or education

Volunteers are entitled to receive reasonable travel expenses. We are not able to offer lunch expenses, but we do offer a 20% discount card for the café.

If you're interested in learning more about volunteering at Lauderdale House then please contact Sasha Butler on sbutler@lauderdale.org.uk or call on 020 8348 8716.