



Front of House Volunteer

Black Cultural Archives is a national institution dedicated to collecting, preserving and celebrating the histories of diverse people of African and Caribbean descent in Britain. Using our unique collection, we will promote the teaching, learning and understanding of the African peoples' contribution, which will enable the public to learn and connect with hidden histories, creating an experience to uplift and inspire.

Black Cultural Archives (BCA) requires Front of House volunteers to join our team and play a vital part in delivering the highest standards of visitor experience and engagement. Front of House volunteers will contribute to creating a warm and welcoming space, ensuring our visitors feel at home to explore and enjoy the archive, exhibitions and all that we have on offer at the Heritage Centre.

Key tasks:

- Greet visitors and groups as they arrive at the Heritage Centre, provide directions to specific locations within the building, provide general information about BCA and its activities
- Provide access to the archive using the access controlled lift
- Answer questions about shop merchandise and facilitate purchases
- Monitor the safety of visitors within the building and the flow through the exhibition space
- Carry out regular building checks to maintain the upkeep of the Centre, security and fire safety reporting any issues to a relevant member of staff
- Maintaining the building appearance and relaying any information to the appropriate staff member

Skills

- Friendly and good communication skills
- Ability to lift and carry boxes up to 10 kilos
- Willingness to constructively engage with challenging topics, such as race, racism, identity, and cultural politics, as they relate to objects on display
- An interest of Black British history is desirable

We recognise the time, effort and skills our volunteers provide and in return provide:

Support

- Training and induction
- Supervision and guidance from BCA staff, including quarterly progress meetings
- Volunteer meetings

Benefits

- Specialised training in invigilation techniques
- Opportunities to work with archive professionals, researchers, and unique resources
- Learn new skills and increase abilities
- Reimbursement of approved expenses

Black Cultural Archives is a welcoming space for everyone to learn, explore and become inspired by Black British heritage and history.

