

Visitor Experience Researcher

Location: The Museum of English Rural Life



Why we want you

You will carry out visitor research on behalf of the museum by carrying out visitor surveys.

The feedback that you will gather will help the wider team continue to improve the visitor experience, and will be used in reports to key funding bodies, from the University of Reading to Arts Council England and the National Lottery Heritage Fund.

You will receive full training and a comprehensive introduction to the Museum, its services and facilities.

What you will be doing

- Greeting all museum visitors and researchers using the library and archives, in a welcoming and friendly manner
- Approaching visitors to ask them about their experience at The MERL
- Summarise any feedback that requires action and report it to a member of staff to help us continue to improve the visitor experience

What you will gain in return

- An opportunity to work in a heritage environment
- The opportunity to assist and communicate with a variety of people
- Build on your customer care, service and communication skills
- Being part of a team and developing new contacts

This role will suit you if you are

- A people person
- Able to work as part of a team
- Enthusiastic, outgoing and polite
- Willing to engage with members of the public
- Self-motivated and pro-active
- A good communicator
- Experienced in a customer-facing role

How much time will it take up?

Typically volunteers help between 11am and 3pm on days we are open to the public (Tuesday to Sunday)

This can be flexible, as volunteers help throughout the month. It would be very helpful if you could share if you prefer to volunteer on a particular day.

To apply

If you would like to get involved in visitor experience research volunteering, please fill in the volunteer application on the web page:

<https://merl.reading.ac.uk/communities/volunteer/>