

## **Role**

Volunteer Visitor Host (Tate Modern)

## **Background**

The overall aim of Tate Modern is to increase public understanding and enjoyment of international modern and contemporary art. Tate Modern Visitor Experience has overall responsibility for delivering the highest standards of care to all who visit the gallery.

As a Visitor Host you would welcome visitors and provide information to help them find their way around the gallery and plan their visit. Each Visitor Host session is two hours long.

## **Purpose**

- To make visitors feel welcome and provide the information they need to get the most from their visit
- To promote Tate Modern's exhibitions and events to our visitors..
- To get feedback from visitors about their visit.
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## **Why volunteer?**

Volunteering at Tate Modern offers many opportunities. These include:

- Learning more about Tate Modern.
- Gaining visitor care experience.
- Meeting new people.
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## **Skills and qualities needed**

- Comfortable approaching people and starting conversations
- Good face-to-face communication skills
- Respect for people from a range of backgrounds
- Ability to work as part of a team
- Ideally, you will also have knowledge of the local area

## **Time involved in ongoing volunteering**

We ask that you will:

- Be available to volunteer for a two-hour session on weekdays, Saturdays or Sundays in one of these timeslots: 11:30-13:30, 13:30-15:30, 15:30-17:30.
  - Be able to commit to a minimum of three sessions per month - you are welcome to do more.
  - Be able to make a commitment to volunteer with us for at least six months - this is so both you and Tate get the most from the opportunity.
  - Be able to attend regular meetings and information update sessions
- Keep up-to-date on activities at Tate by reading the Tate website and brochures, and spending time in the gallery.
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### **Time and content of preparation/training**

Successful applicants will receive an induction, usually over one half-day and one evening. This includes an overview of:

- The role
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- Tate, who we are and what we do
- Our visitor programmes
- Our art Collection
- The building and where everything is
- The staff team you will volunteer alongside and the support we offer you
- Visitor care at Tate

We will also arrange tours of the Tate Modern Collection displays.

### **Application and selection process**

If you would like to apply for the role of Volunteer Visitor Host, please fill out our application form and return it to:

**Volunteer Programme  
Visitor Experience  
Tate Modern  
Bankside  
London SE1 9TG**

Or email the form to [volunteer@tate.org.uk](mailto:volunteer@tate.org.uk)

When filling in your application form, please answer the three application questions as fully as possible.

If you need any help with the application form and filling it out, please feel free to give us a call – 020 7401 5215

## **Next Steps**

If you are shortlisted, we will contact you to invite you to meet with us. This meeting will last approximately 15 minutes and is a chance

for both you and us to decide if this is the right volunteering opportunity for you. We will talk through the role and answer any questions you may have.

During the meeting we will talk through what you have written on your form in response to the three application questions and may ask for any further information.

We will also ask you two questions about your people skills. To help you prepare, we recommend that you think of some examples of times when you have:

1. Worked or volunteered alongside people from backgrounds different to your own.
2. Dealt with a situation where someone has made a complaint to you, and what you did to help that person and resolve their problem.