

Role Profile: Museum Steward



This role description has been designed to provide you with full details about the volunteer museum steward role, to help you decide if it suits your abilities, interests and availability.

Role summary:

Our stewards supervise the Museum during opening hours throughout the season (March-October). Stewards supervise the museum in 'shifts', a 'shift' lasts for two and a half hours. Morning shifts are from 10.30am-1pm and afternoon shifts are from 1pm-3.30pm. Stewards usually commit to between one and four shifts a month (for example alternate Monday mornings). We also have stewards who act as standby, covering for illness and/or holidays. No experience is required and training will be given. This role is perfect for someone who wants to learn more about the museum and what we do, and to give something back to the community by helping to preserve its history.

Tasks involved:

- Making all members of the public feel welcome and promoting excellent customer service
- Greeting visitors, taking payments and promoting guidebooks, trails/leaflets and shop stock.
- Being friendly and approachable and where possible, enhancing the visitor's experience by answering questions and being enthusiastic about the museum.
- Ensuring the Museum is a safe and secure environment for both visitors and artefacts.
- Supervising the museum displays. In particular, being aware of the risk of accidental damage, theft or vandalism.
- Encouraging visitors to complete feedback forms at the end of their visit.
- Promoting upcoming museum events/activities and facilitating shop and photograph sales.
- Recording admissions and shop sales.
- Familiarising yourself with the museum, local history, exhibitions and shop stock.
- Being familiar with the museum's health and safety, safeguarding and emergency procedures.
- Be available to help out at museum open days or special events.

Training will be given (where appropriate) for these tasks.

Skills needed:

- Enthusiasm and willingness to help.
- An interest in local heritage/history.
- Good interpersonal skills.
- A desire to meet new people and make new friends.
- An interest in supporting and promoting the Kingsbridge Cookworthy Museum.
- The ability to commit to set dates and communicate about availability.

Training and support:

Volunteers will be given an induction and training to carry out the role, and in our procedures. All volunteers will have a museum supervisor, and regular opportunities to discuss their work.

Interested?

If this sounds like a role you would be interested in or if you would like to discuss it in more detail, please contact the museum office on **(01548) 853235** or email **hello@kingsbridgemuseum.org.uk**