

## **Steward.**

We are looking for volunteers to join our friendly and enthusiastic team of stewards.

### **Main Duties**

- Welcoming visitors, providing information about the Museum, selling tickets and using the till
- Selling merchandise available in the shop and keeping an eye on the gift shop area
- Receive potential donations of artefacts and complete the relevant paperwork
- Regular walks around the Museum, checking on exhibition areas and engaging with visitors
- Selling membership of the Society
- Helping visitors with the Owl Trail and any other trails
- Ensuring the 'hands on' elements are working normally and recording details of any problems
- Ensuring the Museum's Health and Safety and Safeguarding procedures are followed
- Helping with evacuation in case of an emergency
- Answering the phone and managing general enquiries

### **How much time would I be expected to give?**

The Museum is open from 11.00 to 16.00 on Saturdays, Sundays and all bank holidays apart from Christmas Day. It is also open on Wednesdays from 14.00 – 16.00. Stewarding sessions last for 2.5 hours either from 11.00 – 13.30 or from 13.30 – 16.00. You do not have to make a regular commitment but to sign up for whatever hours you can commit, month by month. Some stewards work several times a month while others can only spare time for the occasional session.

### **What skills, qualities and experience do I need?**

- Commitment to excellent customer service
- Good verbal communication skills
- An interest in heritage and local history
- The ability to handle money
- Enjoy working as part of a team
- Willingness to undertake relevant training
- Commitment to equality and diversity
- Be polite, punctual and reliable

### **What support and training will I receive?**

You will receive a volunteer handbook and an induction session which will include a tour of the museum and till training. While on the desk you will be supported by an experienced steward. Further training, support and supervision will be given by the appropriate team leader.

### **What opportunities will I get**

- Join an enthusiastic team with a shared interest in local history
- Develop your skills and experience
- Meet new people within the local community
- Free tea, coffee and biscuits at each session
- Widen your knowledge of local history

### **Other Information**

- This role is open to volunteers aged 18+
- This role is not regulated activity and does not, therefore, require an additional safeguarding (DBS) check.

**If you are interested in applying to be a volunteer please download an application form from our website [www.seafordmuseum.co.uk](http://www.seafordmuseum.co.uk) or contact the Volunteer Co-ordinator at [volunteer@seafordmuseum.co.uk](mailto:volunteer@seafordmuseum.co.uk)**

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