



VOLUNTEER ROLE DESCRIPTION

Role title:	Weekend Visitor Services Volunteer (Steward)
Background and role purpose:	<p>East Grinstead Museum is a unique and valued part of our community, telling the fascinating story of the town, and housing the archive of plastic surgeon Sir Archibald McIndoe, who worked at Queen Victoria Hospital.</p> <p>The museum is a charity which, despite its importance to our local heritage, has very limited funding. We, the Trustees and Museum Manager, rely on our large team of dedicated volunteers, who fulfill a wide variety of roles, to ensure the museum stays open and free to everyone.</p> <p>Our stewards are the largest group. Based at our front desk, they are the first people our visitors see. They are effectively “the face” of the museum and play a big part in ensuring an enjoyable experience for our patrons.</p>
Role description:	<ul style="list-style-type: none"> • Ensure the museum is ready to open, with all items switched on. • Welcome visitors and introduce the exhibitions, the shop and the research room. • Assist them round the museum, and explain exhibits, if they wish. • Answer their enquiries, signposting them to other information sources if necessary, or completing an enquiry form for the Manager’s attention. • Deal with purchases from the shop. • Maintain attendee records. • Encourage visitors to make a donation. • Encourage them to sign the Visitors’ Book. • Point out and encourage them to take publicity leaflets about the museum generally, or special events. • Assist them to complete the children’s Activity Trail forms.
Attributes for the role:	<ul style="list-style-type: none"> • Cheerful and friendly, able to put visitors at ease • Be helpful and make best efforts to answer queries • Interested in East Grinstead and surrounding areas • Punctual and reliable • Able to use or willing to learn to operate card reader • Flexible, happy to undertake varied duties



<p>When:</p>	<p>Saturday: 9.45am – 1pm/12.45pm – 4pm Sunday: 9.45am – 1pm/12.45pm – 4pm</p> <p>There are two people on every shift, and we offer complete flexibility, so you can choose whether to work a regular slot, or just occasionally.</p>
<p>Where:</p>	<p>East Grinstead Museum, Old Market Yard, Cantelupe Road, East Grinstead, West Sussex, RH19 3BJ</p>
<p>Benefits for you:</p>	<ul style="list-style-type: none"> • Be part of a committed and friendly team • Make new friends and contacts • Learn more about the town and local villages • Meet the public and develop communication skills • Use your skills in a different way and develop new ones to improve your CV
<p>Our Commitment to you:</p>	<ul style="list-style-type: none"> • Full induction and ongoing training to enable you to carry out your role • Regular meetings for volunteer updates • Car parking • Free refreshments when you are on duty • Staff discount in the museum shop
<p>Like the sound of this role?</p> <p>Or,</p> <p>Maybe this role is not quite for you, but you would like to know more ...</p>	<p>Come in for a chat and a look round the museum, meet the team, have a taster session before you make up your mind.</p> <p>Why not ask about other volunteering in opportunities in Children’s Activities, Administration, IT, Social Media, Collection Management, Research, Marketing and other areas?</p>
<p>Please contact:</p> <p>Update May 2022</p>	<p>Jonathan Parrett, Museum Manager: manager@eastgrinsteadmuseum.org.uk 01342 302233</p>