



## **VOLUNTEER ROLE DESCRIPTION**

<b>Role title:</b>	<b>Visitor Services Volunteer (Steward)</b>
<b>Background and Role purpose:</b>	<p>East Grinstead Museum is a unique and valued part of our community, telling the story of the town, and housing the extraordinary archive of surgeon Sir Archibald McIndoe, which attracts visitors from all over the world.</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.</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>
<b>Role description:</b>	<ul style="list-style-type: none"> <li>• Ensure the museum is ready to open, with all items switched on.</li> <li>• Welcome visitors and introduce the exhibitions, the shop and the research room.</li> <li>• Assist them round the museum, and explain exhibits, if they wish.</li> <li>• Answer their enquiries, signposting them to other information sources if necessary, or completing an enquiry form for the Manager’s attention.</li> <li>• Deal with purchases from the shop.</li> <li>• Maintain attendee records.</li> <li>• Encourage visitors to make a donation.</li> <li>• Encourage them to sign the Visitors’ Book.</li> <li>• Point out and encourage them to take publicity leaflets about the museum generally, or special events.</li> <li>• Assist them to complete the children’s Activity Trail forms.</li> </ul>



<b>Where:</b>	East Grinstead Museum, Old Market Yard, Cantelupe Road, East Grinstead, West Sussex, RH19 3BJ
<b>When:</b>	<p>Wednesday – Saturday: 9.45 – 1pm/12.45 – 4pm          Sunday: 12.45 – 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>
<b>Attributes for the role:</b>	<ul style="list-style-type: none"> <li>• Cheerful and friendly, able to put visitors at ease</li> <li>• Be helpful and make best efforts to answer enquiries</li> <li>• Interested in East Grinstead and surrounding areas</li> <li>• Punctual and reliable</li> </ul>
<b>What's in it for you?</b>	<ul style="list-style-type: none"> <li>• Be part of a committed and friendly team</li> <li>• Make new friends and contacts</li> <li>• Learn more about the town and local villages</li> <li>• Meet the public and develop communication skills</li> <li>• Develop transferable skills to improve your CV</li> </ul>
<b>Commitment to you:</b>	<ul style="list-style-type: none"> <li>• Full induction and ongoing training to enable you to carry out your role</li> <li>• Regular meetings for volunteer updates</li> <li>• Car parking</li> <li>• Free refreshments when you are on duty</li> </ul>
<p><b>Like the sound of this role</b></p> <p><b>Or,</b></p> <p><b>Not quite for you, but you would like to know more ...</b></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 opportunities in admin, IT, social media, marketing and many more areas?</p>
<b>For more information, contact:</b>	<p style="text-align: center;">Jonathan Parrett, Museum Manager:  <a href="mailto:manager@eastgrinsteadmuseum.org.uk">manager@eastgrinsteadmuseum.org.uk</a>          01342 302233</p>