



# Royston & District Museum & Art Gallery

'Enriching the community'



## Welcome Team Volunteer Role Description

Role title	Welcome Team
Organisation and who benefits	Royston & District Museum & Art Gallery sits at the heart of the Royston community and celebrates the wonderful stories of the town and its people.
Purpose	<p>Volunteers are vital to the running of the museum. Without volunteers we could not undertake all the activities that we do.</p> <p>This role contributes directly to the museum's six big aims: <i>to be considered as one of the premier local history museums in the country;</i> and <i>to be at the centre of the community in Royston.</i></p>
Main tasks	<ul style="list-style-type: none"><li>• To offer a warm, friendly welcome to visitors entering the museum.</li><li>• To provide information to visitors about what the museum has to offer.</li><li>• To answer visitors' questions and help make their visit as enjoyable as possible.</li><li>• To record the number of visitors that enter the museum.</li><li>• To process shop sales using the till.</li><li>• To answer the phone.</li></ul>
Skills, experience and qualities needed	<ul style="list-style-type: none"><li>• Good interpersonal skills – you must enjoy talking to people of all ages and with a variety of interests and backgrounds.</li><li>• Friendly, cheerful and approachable manner to make visitors feel welcome.</li></ul>
When	We are looking for volunteers who can help out on either a morning or afternoon slot on Wednesdays, Thursdays or Saturdays when the museum is open to the public. Morning slots are 10am – 1:30pm and afternoon slots are 1:30pm – 5pm.
Where	This role is based at the museum.
Support offered	<p>All volunteers are given an induction and are introduced to the museum.</p> <p>For this role you will be shown how to record visitor numbers, process shop sales and give out relevant information to visitors.</p> <p>You will have the opportunity to volunteer alongside an</p>

	experienced volunteer to enable you to gain a full understanding of the role and what it entails.
What could volunteers get out of it	This role is vital to the running of the museum. As part of the welcome team you represent the museum to anyone who comes through the door or rings up. It is a great opportunity to develop confidence in a public facing role and to be part of the day to day running of a museum.
Other information	<p>You will need to complete a simple application form for this role as well as supplying us with the names of 2 people who we can approach for references.</p> <p>You will have an informal interview with the Museum Curator.</p> <p>The team at Royston &amp; District Museum &amp; Art Gallery have regular social events for volunteers.</p>