

## **VOLUNTEER ROLE DESCRIPTION**

### **Gallery Steward**

**Responsible to: Visitor Services Manager/Director of Collections and Public Engagement**

#### **Purpose of role**

The role of the Gallery Steward is to be present within the permanent and temporary exhibition galleries to welcome visitors and provide guidance and support when needed. The Gallery Steward is responsible for answering visitors' enquiries, helping with way-finding and alerting the Visitor Services team to any maintenance or security issues that may arise.

#### **Key Tasks for this role may include:**

- Assist staff in welcoming visitors throughout the Museum and its galleries ensuring every visitor has an exceptional experience
- Provide information and direct visitors as required
- Ensure the galleries are clean and tidy for opening
- Promote public understanding of the collections and the story of Dorset
- Help with gallery activities
- Alert Visitors Services staff to any maintenance issues within the galleries
- Develop an understanding of access needs of visitors within the galleries

#### **We are looking for someone who:**

- Is friendly and engaging, a good communicator and able to work under pressure
- enjoys working and interacting with the public
- Understands the need to provide an exceptional experience for every visitor
- Is security conscious
- Has an interest in Dorset and the subject areas covered by the Museum

#### **Support and training**

Full induction training to include Welcome Host, an internationally recognised standard Training, instruction and guidance around Museum objects and collections if and where necessary Opportunities to take part in sector training offered by South West Museums Development Programme and the Dorset Museum Association

#### **Rewards**

- 10% discount in the shop and café
- Unlimited free entry to the Museum with one guest
- Free refreshments when on duty
- The chance to learn new skills and build up existing ones
- The opportunity to make new friends and work within a team
- Regular social events
- Monthly volunteer Newsletter

- The opportunity to work with, and support the preservation of, a nationally important collection

### **Volunteer hours**

Volunteers are requested to commit a minimum number of hours to this role and be prepared to be included on a rota to provide cover for this offer to visitors. The minimum commitment is unlikely to be less than four hours.

### **General**

- To comply with the Museum's Health and Safety Policy and to bring to the attention of the Commercial Director in the first instance any issues relating to the health and safety of employees, visitors or volunteers.
- To comply with the Museum's Safeguarding Policy and to bring to the attention of the named Safeguarding Officer any issues relating to Safeguarding of Children, Young People and Vulnerable Adults.
- To comply with the Museum's Volunteer Policy and the terms of the Volunteer Handbook.
- Ensure that your name badge is visible at all times when working in the public areas of the Museum.

**Expenses are not available for this role, unless for a short-term placement where the volunteer is in full-time education.**

**The details contained in this volunteer role description reflect the content of this volunteering role at the date of being prepared. It is however possible that over time the nature of the role will change. Therefore, this volunteer role description may, from time to time, be revised.**

**The existence of this role description neither intends nor implies that any employment relationship is to be created either now or at any time in the future.**

