

VOLUNTEER ROLE DESCRIPTION

Volunteer Engagement Volunteer

Responsible to: Museum Secretary/PA to the Directors

Purpose of role

Dorset Museum has a team of volunteers working in a number of different areas in support of the staff team. The Volunteer Co-ordinator has a key support role in being the initial point of contact for potential volunteers and to oversee the course of applications. The Assistant Volunteer Co-ordinator will support the Volunteer Co-ordinator.

Key Tasks for this role may include:

- Being the initial point of contact for potential volunteers
- Answering enquiries and questions regarding volunteering at Dorset Museum using a selection of media including e-mail, telephone and personal.
- Supporting the progression of applications through the approved procedure. This will include obtaining references, issuing formal accreditation, liaising as necessary to complete DBS application
- Carrying out an induction tour of the building
- Supporting the maintenance of the database of volunteers
- Liaising with staff regarding vacancies/need and placement of volunteers
- Supporting the in-house Annual Volunteer Awards
- Liaising with the Editor/Communications and Development Manager regarding celebrating volunteer achievements and any other publicity
- Supporting the recruitment and retention of the volunteer team

We are looking for someone who:

- Has a working knowledge of the Microsoft Office programmes
- Has good inter-personal skills including communications both written and oral
- Is organised, effective and efficient in administration
- Understands the need for complete confidentiality

Support and training

Full induction training to include Welcome Host, an internationally recognised standard in customer care

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

There is no requirement to commit a specific number of hours or times for this role. However, a regular day and time slot will assist with access to IT equipment in liaison with other Staff and volunteers who also require access to IT equipment while also providing a regular opportunity to support volunteers.

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 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.

