



Volunteer Role Description *Museum Steward*

Purpose:

To provide a personal welcome to the Museum Gallery at the admissions entrance and to assist visitors, when necessary, so they can make the most of their visit to our Museum.

Hours:

Flexible but usually one or two sessions per week of approximately 2.5 hours, to cover Museum opening hours
Optional evening hours as and when required.

Responsibilities:

- Meet and greet visitors when entering the New Forest Heritage Centre Museum
- Oversee admission to the Museum including asking for donation, assisting with gift aid paperwork and selling family activity sheets
- Recording people counter numbers at the beginning and end of the day
- Direct visitors and room hire clients around the Centre as appropriate
- Ensure public areas are ready for visitors in the morning and is kept clean and tidy at all times
- Ensure that Museum interactives are working and report any defects
- Be observant whilst in public areas with regard to the safety and security of visitors and collections
- Engage with visitors answering questions they may have about the New Forest or the Museum and its collections
- Enable visitors of all abilities to make the most of their Museum visit.
- Support education staff with booked group visits when possible.
- Assisting with preparing for and delivering events and workshops including school holiday activities for families.
- Assist staff to ensure correct promotion material is on display.
- Promote future events at the Centre

Additional responsibilities could include:

- Assisting with the opening and closing of the Museum
- Assist Front of House staff during lunch/comfort break and during busy periods in the shop (no money handling)
- Assist with Trust sales including events tickets and exhibition sales

Skills Needed:

- ✓ Enthusiasm for the New Forest as a special place
- ✓ Willingness to share your own memories of the Forest
- ✓ An interest in the social and cultural history of the New Forest
- ✓ Prepared to engage people of all ages and excite their interest in the New Forest
- ✓ Willing to work with school groups of all ages that come into the Museum
- ✓ A friendly and approachable manner

Contact:

Email: kath.walker@newforestheritage.org.uk

Tel: 023 8028 6156

Call in at the New Forest Heritage Centre and ask to speak with Kath Walker

To Apply:

Complete Volunteer expression of interest form on website or request a form using email above.