

Museum of the Broads Volunteer role profile

Welcoming Team Volunteer Role



Where is the role?

The Museum of the Broads is situated at Stalham Staithe and is the only waterside museum of Broadland life. Our volunteers help visitors discover the stories of the Broads, its people, boats and wildlife. The Museum is currently open Sundays, Tuesdays, Thursdays, 1100 – 1500 and for special events, from Easter to end October. The days and times may change to suit requirements.

What is the role?

Members of the Welcoming Team are the first point of contact for visitors, warmly welcoming them to the museum and offering information and assistance as required.

Members of the Welcoming Team are expected to arrive before the opening time to open up the Museum and to switch on/ set up activities and interactives if doing a morning shift and to close everything down and lock up if working the afternoon shift. Welcoming Team volunteers are co-ordinated by members of staff and/or the Day Authority Volunteer on duty.

This role would suit people who are:

- Approachable, cheerful and helpful
- Confident to deal with the general public
- Able to work well independently and as part of a team
- Happy to operate a computerised till
- Looking to gain retail/ visitor services experience
- Able to promote excellent customer service
- Keen to discover more about the local area and the Museum's displays and to share that knowledge when appropriate with visitors.

Principal duties:

Front of House/Reception Volunteer: introduce the Museum and its collection, offer audio guides and trail sheets, operate drinks machine, keep area tidy, wipe down tables, ensure shop/café area stocked and clean, answer phone, liaise with boat crew and assist with enquiries about the Museum and local area. (1 or 2 people per shift)

Till/Cashier Volunteer: staff the Reception desk, redeem online bookings, sell admission and boat tickets, sell items from the shop and café, and cash up at end of day. (1 person per shift)

Welcoming Team Volunteer: posted around the site, and at the entrance, to assist visitors where necessary and to clean touch areas regularly throughout shift. When busy, can also assist in reception and liaise with boat crew. Members of the team open and lock the Museum, leaving all areas tidy and ready for the next shift.

The roles within the Welcoming team are supportive of each other and designed to offer the visitor a friendly, engaging and seamless experience.

What support will I be given?

Full training and induction will be given to each volunteer and volunteers are invited to additional training and update sessions at the start of each season to familiarise themselves with the displays, equipment and to hear about any changes. All volunteers are expected to follow Museum Policies and guidance.

The role is purely voluntary and subject to a probationary period of 3 months to ensure that both the museum and the volunteer are happy.