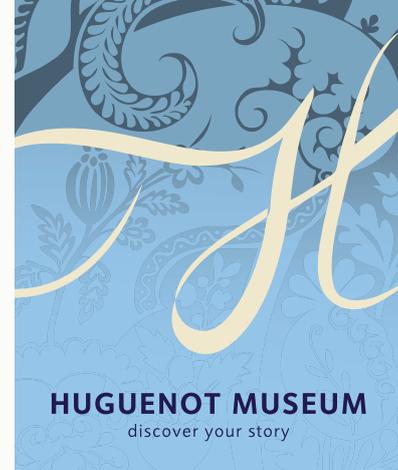


VOLUNTEER ROLE: FRONT OF HOUSE & SHOP

As a volunteer you will become an important part of the Huguenot Museum, supporting our work and enhancing the experience of our visitors. We are looking to build a team of volunteers to help share our stories with museum visitors and safeguard our collections.



LOCATION

Huguenot Museum 95 High Street Rochester Kent ME1 1LX
01634 789347 www.huguenotmuseum.org

What's involved?

We need friendly, outgoing and confident people to cover our small museum reception and shop. You will be responsible for meeting and greeting our visitors, explaining our entry charges and taking payment.

You will also be responsible for making sure the shop is fully stocked and all items are priced and attractively displayed. You will talk to visitors about the craft items we have for sale and process transactions through our till and cardnet machine.

You will also answer the museum phone and handle enquiries for general information or requests to purchase tickets for events.

You will give the first welcome that visitors receive as they enter the museum. This is a key volunteer post.

Full training will be given and full time staff will be on hand during all shifts for support.

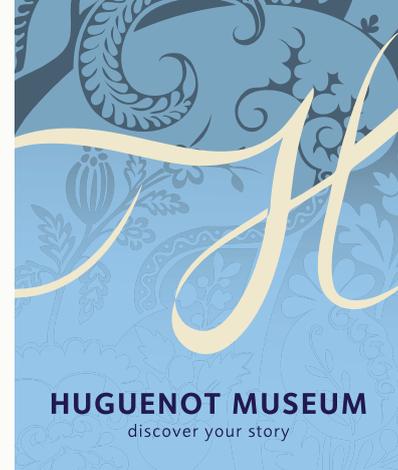
How much time do you need to give?

There are eight volunteer sessions each week which cover the museums opening hours of Wednesday to Saturday 10.00am to 5.00pm. You can sign up in advance for as many or as few sessions as you like. You can give from half a day per month to a day a week or more:

Wednesday	10.00am - 1.30pm
Wednesday	1.30pm - 5.00pm
Thursday	10.00am - 1.30pm
Thursday	1.30pm - 5.00pm
Friday	10.00am - 1.30pm
Friday	1.30pm - 5.00pm
Saturday	10.00am - 1.30pm
Saturday	1.30pm - 5.00pm

Additional volunteer sessions are also available, as needed, to cover Bank Holiday Mondays and school bookings on a Tuesday.

VOLUNTEER ROLE: FRONT OF HOUSE & SHOP



How does it work?

During each three and a half hour session volunteers will have a 25 minute tea break.

Volunteers can leave their coats, bags and personal possessions in secure lockers in the museum office.

Please do not carry valuables with you in the museum when on duty.

Volunteers should be presentable and dressed smartly.

Volunteers must wear a Huguenot Museum badge at all times when on duty.

Volunteers must let the museum know as soon as possible if they are unable to carry out a session which they have signed up for. It may affect our ability to fully open the museum to the public that day.

Expenses

The Huguenot Museum will reimburse reasonable travel expenses to and from your volunteer sessions. Expenses can be claimed and paid on a monthly basis.

What do you get?

The Huguenot Museum wants your volunteer role to help you develop your skills and experience. There will be regular training on site and at other museum venues. The Director and Learning Officer will work with you to identify the areas

you want to develop.

We will have two social events a year and hopefully you will enjoy working with us and our new visitors.

The Huguenot Museum is entirely reliant on volunteers to open to the public and share our amazing stories. We are truly grateful for your interest, help and support.

What happens next?

If you are interested in becoming a volunteer covering our front of house and shop you need to:

- Complete a **Volunteer Record Sheet** and return it to the museum
- Attend an informal meeting so we can find out a bit more about you, why you want to volunteer and any previous skills and experience you may have

If your application is successful you will need to attend an induction session where:

- You will be briefed on all Health & Safety issues
- You will be given information about the museum and collections to take home
- You will be introduced to the staff and other volunteers
- You will sign up for your first few sessions

Any questions?

Please get in touch if there is anything else you need to know to make your application: Hannah Kay, Director, Huguenot Museum

01634 789347 director@huguenotmuseum.org www.huguenotmuseum.org