

VOLUNTEER ROLE: GALLERY STEWARD

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 enthusiastic, friendly and engaging people to act as stewards in our new museum galleries. You will be responsible for talking to visitors about our displays but also sensing when people just want to wander uninterrupted.

You will build up a knowledge of the objects and stories on display to enable you to answer visitor's questions or requests for further information.

You will be responsible for informing staff if digital interactives are not working properly or if any items of display equipment are damaged, dirty or need maintenance.

You will also be crucial in ensuring the security of the museum and the objects displayed within it. The museum is fitted with a CCTV system but the presence of stewards in the galleries is key to the security and safety of our displays.

Full training and briefing will be given. A printed copy of all text panels, object labels and wall graphics will be provided along with 'room folders' which will contain further

information and reference material for all of the subjects contained within the displays.

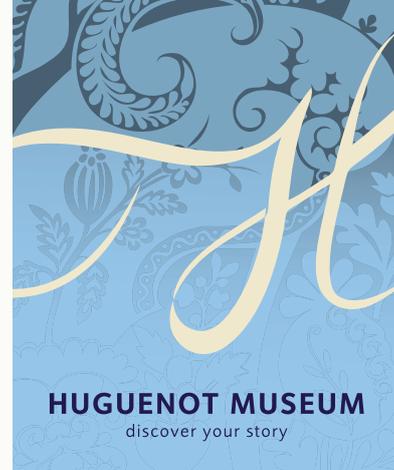
Museum staff will be on hand to help with any complicated or unusual requests for information.

How much time do you need to give?

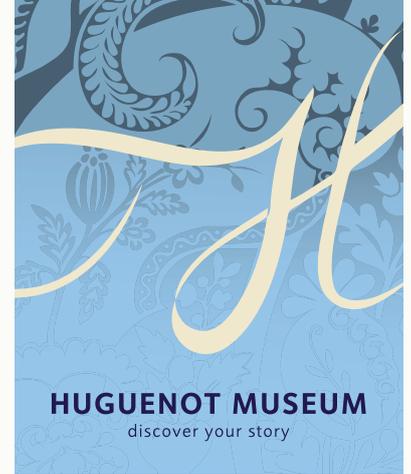
There are eight volunteer sessions each week which cover the museums opening hours of Wednesday to Saturday 10.00am to 5.00pm. You can sign up in advance for as many or as few sessions as you like. You can give from half a day per month to a day a week or more:

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.



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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 gallery steward 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