

# VOLUNTEER CHARTER

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

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## What you can expect from us:

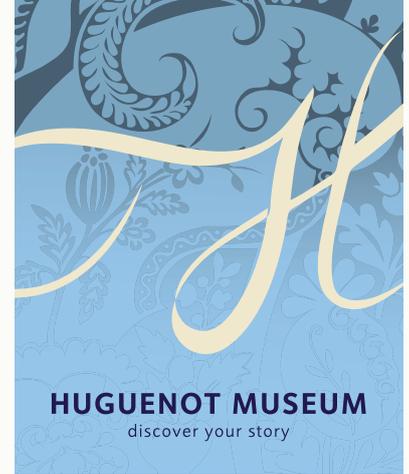
The Huguenot Museum welcomes and appreciates the contribution of volunteers. We involve volunteers to help us maximise limited resources. We want to give people the opportunity to experience, learn about and enjoy our collections, stories and history.

## Shared Values:

- We expect staff and volunteers to treat all visitors with equal respect and value all individuals for their diverse backgrounds, experience, styles, approaches and ideas.
- We are positive in the way we talk about the museum, with each other and other people.
- We value and protect the reputation of the museum acting as advocates.
- We actively engage in discussions and support decisions once they are made.
- We display openness and curiosity to learn from anyone, anywhere.
- We look forward, embracing new ideas and change.
- We accept responsibility for our own actions.

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This charter is a statement of values, not intended to be a legally binding contract nor a contract of employment between us and you.



## What we hope to offer you:

- An opportunity to spend time in a beautiful building on Rochester's historic High Street and to be part of the town's heritage offer.
- A welcoming, stimulating and creative environment.
- Re-imbursment of reasonable travel expenses to all volunteers.
- The chance to learn or practise existing skills.
- Recognition and appreciation for your contribution.

## The contribution we hope you can offer to us:

- To attend on time and as agreed, so that we can confidently run our museum as planned, and to let us know as soon as possible if you cannot attend.
- We hope that you will bring commitment and positivity.
- We hope you will aim to work in harmony with our staff, enabling our work with collections, events and visitors.
- To keep us informed of any problems encountered during your time with us.
- We encourage you to ask questions if you are unsure of any tasks, and to let us know if things are not as you expected.