

## Task Profile

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| Role title                               | <b>Volunteer museum assistant</b>  |
| Purpose of the role                      | <ul style="list-style-type: none"> <li>● Assisting in the smooth running of the museum.</li> <li>● Ensuring that visitors to the museum have the best experience as possible during their visit.</li> <li>● Support the volunteer coordinator and museum director with both practical and administrative tasks.</li> </ul>   |
| Key activities                           | <ul style="list-style-type: none"> <li>● Engage with visitors at the museum</li> <li>● Share information about the styles and techniques of glass making (training and information resources will be supplied)</li> <li>● Direct interest to the museum website</li> <li>● Collect post from the Dairyman's Daughter, Arreton Barns</li> <li>● Spot clean as required, particularly on the floor and cabinet doors</li> <li>● Refill leaflet and other information stands</li> <li>● Answer telephone and handle enquiries</li> <li>● Book in group trips to the museum and pass information on to the museum staff to make arrangements</li> <li>● Help with set up for school visits</li> <li>● Oversee access to books in the library (books not to be removed)</li> <li>● Photocopy/print out information for visitors as requested</li> <li>● Switch on/off electronic sign at museum entrance</li> <li>● Attend quarterly team meetings</li> <li>● Ensure a smooth handover to the next volunteer</li> <li>● Responsible for security of exhibits and library books whilst on duty</li> <li>● Awareness of health and safety of visitors, e.g. care on stairs and other potential hazards</li> <li>● Report any damage, faults, etc. that need resolution directly to the museum staff or via the volunteer forum</li> </ul> |
| Experience, skills and/or qualifications | <ul style="list-style-type: none"> <li>● Good communication/interpersonal skills</li> <li>● Confident to talk over the phone</li> <li>● Reliable</li> <li>● Punctual</li> <li>● An enthusiasm for the decorative arts</li> <li>● Willing to learn about glass making and styles, but no prior experience is required</li> <li>● Enthusiastic, especially when talking with members of the public</li> <li>● Reasonably fluent in English; ability in other languages will be an advantage but is not required</li> <li>● Basic skill in written English</li> </ul>   |

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|                                       | <ul style="list-style-type: none"> <li>• Useful but not required: a First Aid qualification</li> <li>• Sufficient mobility to get upstairs to the first floor where the museum is located</li> </ul>  |
| <p><b>Practicalities</b></p>          | <p>Work will be based at Isle of Wight Museum of Glass, Arreton Barns</p> <p>Museum opening hours: 10.00 h to 16.00 h April-September and 11.00 h-16.00 h March &amp; October-December. The museum is open 7 days per week.</p> <p>Periods of duty will be agreed with the volunteer coordinator, but a minimum length of 2 hours per volunteer session is usually requested</p> <p>Volunteers will be paired where possible or if requested</p> <p>Flexibility to help if there are group visits to the museum or at busier times</p> <p>Work alongside other volunteers and liaise with employees of other Arreton Barns establishments</p>   |
| <p><b>Benefits for volunteers</b></p> | <ul style="list-style-type: none"> <li>• Travel expenses (£0.45/mile or bus fare) will be reimbursed, preferably to your allocated bank account.</li> <li>• Refreshments (hot drinks, biscuits, snacks) and use of a microwave.</li> <li>• Access to an extensive library</li> <li>• Employee discount at Arreton Barns. See individual establishments for details.</li> <li>• Free parking is available in the main car park.</li> <li>• Training will be provided as soon as practical</li> <li>• Free entry to organized events at the museum</li> <li>• Personal experience of volunteering</li> <li>• Education on glass making and design</li> <li>• Support for local glass designers, which have a worldwide reputation for excellence</li> <li>• Opportunity to further develop interpersonal skills</li> <li>• References if you are looking for work in the future.</li> </ul> |
| <p><b>Support provided</b></p>        | <p>Volunteer Coordinator – Anna Appleton</p> <p>Full catalogue of the exhibits will be provided on a tablet computer</p> <p>Access to a private online volunteer forum, where volunteers can ask questions, share experiences, report issues, etc.</p> <p>Any problems or complaints can be reported directly to the volunteer coordinator if desired</p> <p>Reviews to be carried out every 3 months at team meetings.</p> <p>Any concerns can be discussed openly or in private if requested</p>  |

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| For more information | Contacts: <a href="http://www.isleofwightglassmuseum.org.uk/contact">http://www.isleofwightglassmuseum.org.uk/contact</a><br>Volunteers page:<br><a href="http://www.isleofwightglassmuseum.org.uk/volunteering">http://www.isleofwightglassmuseum.org.uk/volunteering</a> |