

Task Profile

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

	<ul style="list-style-type: none"> ● Useful but not required: a First Aid qualification ● Sufficient mobility to get upstairs to the first floor where the museum is located
<p>Practicalities</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 & 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>Benefits for volunteers</p>	<ul style="list-style-type: none"> ● Travel expenses (£0.45/mile or bus fare) will be reimbursed, preferably to your allocated bank account. ● Refreshments (hot drinks, biscuits, snacks) and use of a microwave. ● Access to an extensive library ● Employee discount at Arreton Barns. See individual establishments for details. ● Free parking is available in the main car park. ● Training will be provided as soon as practical ● Free entry to organized events at the museum ● Personal experience of volunteering ● Education on glass making and design ● Support for local glass designers, which have a worldwide reputation for excellence ● Opportunity to further develop interpersonal skills ● References if you are looking for work in the future.
<p>Support provided</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>

For more information	Contacts: http://www.isleofwightglassmuseum.org.uk/contact Volunteers page: http://www.isleofwightglassmuseum.org.uk/volunteering