



Volunteer Role Description

Museum Host Volunteer



Purpose of the Role:

As a Museum Host you will play a vital role in welcoming and helping our visitors explore the museum and our unique collection of 80,000 objects telling the story of North Devon and its people. Sharing our passion for the museum, you will gain skills in customer service, hospitality, object care and events. Part of an enthusiastic team of volunteers and the public face of the museum, you will play an important part in enriching the visitor experience.

As a Museum Host Volunteer your supervisor and main contact will be Trudy Weston, Shop Lead.

Availability of Role:

This is an exciting and varied role at the Museum and is available throughout the year.

Main Activities:

- Gain a working knowledge of the museum and the collection, (prior knowledge is not necessary).
- Daily invigilation, welcoming visitors and ensuring the security of the building and its collection.
- Welcoming and assisting visitors to the museum shop and Bromley's tearooms.
- Advising customers on attractions and places of interest as part of Tourist Information.
- Adhering to housekeeping routines, security, health and safety and emergency procedures.
- Assisting museum staff on temporary exhibitions, event programmes and school and group visits.
- Collecting feedback from visitors and groups on how to improve our visitor experience.
- Promoting the museum's ethos of curiosity, encouraging visitors to engage with our collections.

What the Museum offers:

- Hands on experience with an inspiring collection
- A safe and welcoming environment
- Regular briefings about the collection, exhibitions and events programmes
- Behind the scenes access to the collections and tour of the museum
- Calendar of social events and volunteer outings
- Professional training in hospitality and Tourist Information advice
- Reference for your CV (three months volunteering required)
- An opportunity to make friends and benefit your community
- Tea and biscuits!

What you can offer us:

- Positive attitude! You don't need to know everything about the museum or tourist information, enthusiasm and passion for North Devon history is all you need to start
- Approachable and friendly manner
- A commitment to delivering excellent visitor experiences
- Reliability and punctuality
- A willingness to undertake training and follow guidelines
- Ability to work alone without supervision or as part of a close knit team
- Commitment to the museum collections duty of care
- Enthusiasm to engage with visitors from different backgrounds and ages
- A reasonable level of physical fitness, (you will be required to patrol the museum as part of your role)

Time commitment of role:

The Museum Host role is flexible, however we ask that you commit 2-3 hours a week with a high standard of punctuality. All roles at the Museum include a trial period of 25 hours to ensure the role is right for you and the Museum team.

Next Steps:

If you would like to become part of the Museum Host team please fill out a volunteer enquiry form here www.barnstaplemuseum.org.uk/getting-involved/

Alternatively if you have any questions about the role or volunteering at the museum please contact us on museum@northdevon.gov.uk or 01271 346747.