



# Royston & District Museum and Art Gallery

## Volunteer Role: Front of House (Saturday Team)

We're looking for people to join our front of house team on Saturdays to welcome our visitors and run our small shop.

### What will I be doing?

Full training will be given and there will always be someone available to support you.

- Help open and close the museum
- Be the first point of contact for our visitors
- Welcome visitors and thank them for their visit when they leave
- Engage with visitors about our events and exhibitions and displays
- Log visitors into the museum
- Sell shop items and keep the stock replenished and tidy
- Use the till and handle money
- Hand out quizzes and trails and quarantine clipboards and pencils once returned
- work within the museum's guidelines, policies and procedures

### COVID 19\* related tasks:

- make sure you stay safe and are not putting yourself at risk
- make sure visitors log in with track and trace, or ask to take their details
- ensure visitors maintain social distancing and maintain wearing face coverings in the museum, unless exempt
- check and monitor if visitor numbers are reaching maximum
- check the toilet towels are replenished and wipe down surfaces such as door handles, rails, laptop, till etc.
- be involved in regularly cleaning the display case glass fronts

\*COVID19 guidance will be reviewed and updated as and when national guidelines are updated.



## **Where will I be based?**

At Royston Museum on Lower King Street.

## **How much time do I need to give?**

We are looking for people who can volunteer regularly on Saturdays between 9.45am and 5pm.

We have two time slots:

9.45am – 1.30pm

1.15pm – 5.00pm

We are happy to discuss different hours on Saturdays if that would help you start volunteering with us.

## **Is this role right for me?**

Yes, if you:

- are welcoming and approachable
- enjoy meeting people
- enjoy working with other people and supporting other volunteers
- have good communications skills
- are enthusiastic and willing to learn about the museum
- reliable, well presented, friendly and polite
- are able to work with and without supervision
- are happy to handle cash and work a till
- are comfortable walking around the displays
- want to develop your customer service skills
- want to add new skills to your CV
- are comfortable asking for help if needed

No experience or qualifications are necessary, and you don't need to be an expert on local history. As a team, we can answer most questions, or we can find out the answers.

Royston & District Museum & Art Gallery  
5 Lower King Street  
Royston  
SG8 5AL  
01763 242 587



## **What support and training will I get?**

You will be supported by the museum team. You might be working with a member of staff, other volunteers or on your own on the front desk. There will always be another person on site.

There may be chances to attend training with organisations like SHARE East of England (who support museums in the region) and the Hertfordshire Association of Museums.

We'll check in with you to make sure you're getting what you want out of volunteering with us. If needed, we will give you more training and support.

## **What can I expect from the museum?**

- To be treated fairly and with respect.
- Skills that can be added to your CV (including customer service skills, team work, money handling)
- A member of staff you can talk to about your role and any problems at the museum that you need us to help with.
- Staff that understand life can get in the way. We will work with you throughout your volunteering to support you to continue with us.
- To become part of our small friendly team
- To be recognised and appreciated for your work
- Chances for extra training
- Regular updates about the museum
- The chance to give your ideas about what the museum could do
- An enjoyable experience
- Working somewhere unique
- The chance to learn more about Royston's history
- A secure space for your belongings and lunch. We provide free tea, coffee and sometimes biscuits.
- Satisfaction of supporting your local museum and to help keep it running

## **What will the museum expect from me?**

- To represent the museum in a positive way at all times
- To be reliable and dependable
- To maintain good working relationships with other volunteers and museum staff, visitors and trustees
- To undertake appropriate training
- To follow the museum's policies and procedures
- To give as much as you can to volunteering so you can get the most out of it.
- To support the museum's vision and values

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There will always be a member of staff you can talk to about your volunteering. You will be able to speak to them in person, on the phone or via email.

## **About the museum**

Royston and District Museum and Art Gallery sits at the heart of Royston and celebrates the wonderful stories of the town and its people.

The museum is in Lower King Street near the centre of town and has been in its current building since 1984. It was built as a Sunday School for a nearby church. The displays in the main gallery show what local life has been like over the years. Our upstairs art gallery shows work from local artists.

Due to Covid, the museum is currently closed to the public and we're aiming to open later in the year. We need a dedicated team to run our front of house each Saturday when we reopen.

Contact us:

Email Amy at [assistant@roystonmuseum.org.uk](mailto:assistant@roystonmuseum.org.uk) or call 01763 242 587

What happens next:

Fill in the volunteer form and either email it to Amy at [assistant@roystonmuseum.org.uk](mailto:assistant@roystonmuseum.org.uk) or post it to the museum at this address:

Amy Judd  
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