



ROYSTON  
MUSEUM

## **Visitor Experience Volunteer**

### **What will I be doing?**

Our volunteers play a vital role in the operation and development of Royston Museum. Each year, we welcome thousands of visitors to the museum. As a Visitor Experience Volunteer, you will be part of our friendly front-of-house team. You will greet visitors, answer enquiries, collect donations, run the shop, and assist with activities and events.

### **Key roles**

You will be working with the Manager, Museum Assistant and other volunteers to help with:

- Opening and closing the museum
- Welcoming visitors and answering enquiries
- Running the museum shop
- Organising and running activities and events

You will have the opportunity to choose which tasks you would prefer to do, and tasks will be allocated based on preference, need and training.

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

Royston Museum, 5 Lower King Street, Royston, Herts., SG8 5AL

### **How much time will it take?**

You can give as much or as little time as you like. The museum is open to visitors Thurs-Sun (10.00-4.00). We recommend volunteers cover either the morning slot (10.00-1.00) or the afternoon slot (1.00-4.00). The date and time of activities and events vary.

### **Who are we looking for?**

We are looking for a diverse range of volunteers from all parts of our community. No skills, experience or qualifications are required.

This role would suit people who:

- Have good communication skills
- Are friendly, welcoming, polite and approachable
- Enjoy working with and supporting others

- Are enthusiastic and willing to learn new skills
- Are reliable and able to work without supervision, if necessary
- Are happy to handle money and accept payments

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

We will provide you with the necessary training to understand and fulfil your role safely and effectively. There may also be opportunities to attend training with organisations like SHARE Museums East and the Hertfordshire Association of Museums.

We will provide regular support to ensure that you are happy in your role and address any concerns you may have.

### **What can I expect?**

We hope being a volunteer will be an enjoyable and rewarding experience with the opportunity to work closely with interesting and unique objects and learn more about Royston's history. We will aim to provide tasks and activities which are enriching and enable our volunteers to develop new skills.

You be treated fairly and with respect and we will work to support you throughout your time volunteering.

You will become part of our small and friendly team and be an ambassador of Royston Museum Trust.

You will be consulted and updated regularly on any changes and will be invited to social events to recognise your contributions.

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

We expect all volunteers to:

- Help Royston Museum fulfil its aims and objectives
- Perform their role effectively, efficiently and to the best of their ability
- Meet suitable time commitments and museum standards
- Revise and follow all protocol, procedures and policies
- Be professional, friendly and respectful towards everyone
- Be good ambassadors and role models of Royston Museum and positively promote the Trust and its services

### **Contact us**

Interested in becoming a volunteer or want to find out more? Email [hello@roystonmuseum.org.uk](mailto:hello@roystonmuseum.org.uk) or call 01763 242 587.