



ROYSTON
MUSEUM

Visitor Experience Volunteer

Volunteers are vital part of the work we do at Royston Museum. We're looking for enthusiastic and committed volunteers to help us give visitors a warm welcome. Our friendly welcome team greet visitors, answer enquiries, collect donations, run the shop, and assist with activities and events.

You don't have to be an expert in local history; training and support will be given and you can learn more as you work with us.

Key tasks

As a Visitor Experience Volunteer you will:

- Welcome visitors and answer general enquiries
- Take money for shop purchases and donations
- Ensure the safety and security of our visitors and the collection
- Help to organise and run activities and events
- Ensure the Museum is tidy

You will be working with the Museum Manager, Museum Officer and other volunteers.

Where will I be based?

Royston Museum, 5 Lower King Street, Royston, 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 Thursday to Sunday, 10am to 4pm. Volunteers can either volunteer all day, or just for the morning or the afternoon. The dates and times 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 Museum Development South 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 want volunteering with us to be an enjoyable and rewarding experience.

- 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
- Follow the Museum's procedures and policies
- Be professional, friendly and respectful towards everyone
- Be good ambassadors for Royston Museum

How to apply:

Interested in becoming a volunteer or want to find out more? Email the team at hello@roystonmuseum.org.uk or call us on 01763 242 587.