

John Bunyan Museum – Volunteer role profile



Role title:

Museum Steward

Principle Function:

To assist in the day to day running of the John Bunyan Museum, working on the shop/ reception desk and in the gallery, and help our Museum excite, inspire and inform

Duties:

- To welcome and assist visitors, providing a service of the highest standard
- To provide information and direct visitors as required
- To alarm/ un-alarm the museum and shop and take responsibility for keys during the period of duty
- To be responsible for security (monitoring CCTV in reception)
- To administer shop sales including cash handling and till operation
- To assist in keeping the shop and reception clean and tidy
- To make the Museum ready for opening
- To attend to visitors in the Museum gallery
- To promote other Bunyan places of interest
- To promote public understanding of John Bunyan, John Bunyan Museum and Bunyan Meeting
- To promote and apply the Bunyan Meeting health & safety policy
- To clean; as required

Optional Duties:

- To help with holiday activities
- To assist in the development of family activities, school visits and exhibitions
- To assist as an Education Volunteer (see role description)
- To assist as a Collection Volunteer (see role description)

Reporting to:

Curator

Hours:

By arrangement

A minimum of half a day is preferred (10.45 – 1.30 or 1.30 – 4.15)

Dress Code:

Smart and practical, reflecting the professional image presented by the John Bunyan Museum

Training:

Induction training:

- Copy of the Stewards Handbook
- Induction checklist
- Shadow training min. 3 sessions

Job specific training:

- All operational procedures
- Monthly briefing notes
- Yearly new season briefing meeting/ training morning

Note:

- All appointments would be at the discretion of the Curator and subject to a probationary period to ascertain the correct choice for both parties
- To be in sympathy with our Christian aims and objectives as we are a church run museum.
- A CRB check will need to be carried out

Personal qualities required:

- Smart appearance
 - Enjoy working in a team environment
 - Happy to work independently
 - Enjoy working with the public
 - Possess or would like to develop strong visitor care skills
 - Confident in handling cash
 - Security conscious
 - Good communication skills
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- Interest in John Bunyan, local history, museums or churches helpful but **not essential**