

Front of House Volunteer Role Description

About the Role:

Front of House volunteers are the face of the Museum of Cambridge when open to the public. We are currently open 4 days a week, Thursdays through Sundays, and require support on these days. You will be responsible for providing visitors with a warm and friendly welcome to the Museum and play a valuable role in maintaining museum security. During your shift, you will be supported by a Duty Manager.

Specific tasks involve:

- Welcoming visitors to the Museum
- Answering enquiries from members of the public, visitors, groups, etc.
- Selling tickets and items from the Shop using a till system
- Supervision of visitors to the Museum, ensuring that health and safety and Museum procedures are followed
- Assist with evacuation of visitors in an emergency

What is in it for you?

- Develop customer service skills
- Learn about the Museum and its history
- Join a motivated, fun, and enthusiastic team
- Meet new people within your local community
- Get to know colleagues in the heritage sector
- Gain employability skills to support you making the next step towards work

We are looking for someone who:

- Is polite, friendly, and helpful to all visitors
- Has good observation and conversation skills and who has an eye for detail
- Is interested in the history of Cambridge and the broader geographical area, but no specific knowledge is expected
- Is punctual, reliable, and has good interpersonal skills
- Enjoys meeting people, working as a team, and sharing their enthusiasm for the museum and our past
- Is prepared to work without supervision (though support and backup will always be available from the Duty Manager)

Time commitments

We understand you may be looking for something to do whilst the kids are at school, only have free time during the Uni break, are after a regular volunteering session, or want to commit to one shift a month. The Museum is happy to facilitate this, and you are not required to have a regular schedule.

We organise rotas using the online Better Impact system and communicate via email or phone.

Current shifts are Thursdays to Saturdays 9:45 – 13:30 or 13:15 – 17:15, and Sundays and Bank Holidays 10:45 – 16:15 (including a half hour lunch break).

Location: In person at the Museum of Cambridge, 2-3 Castle St, Cambridge, CB3 0AQ.

Responsible to: Maddie Cox (Operations and Facilities Manager) and Trustees.

Training and Support

- All Front of House volunteers will be inducted, trained, and supervised by staff and experienced volunteers
- Training will be organised by the Operations and Facilities Manager and will include shadowing a session (as many times as you like) with an experienced Front of House volunteer
- Volunteers are invited to social events where they can meet other volunteers and Museum staff
- Volunteers receive a discount code to attend all our online events for free
- We actively encourage volunteers to access training provided by SHARE Museums East in Cambridge and around East Anglia

Facilities

At the Museum of Cambridge, we have a comfortable living room space and a well-equipped kitchen. The museum is a grade II listed 17th century building with uneven floors and narrow staircases. Computers are available for volunteering, as is WiFi (subject to change due to Covid-19).

OUR RESPONSIBILITY TO YOU:

Health and safety responsibilities: You will be responsible for your own health and safety and that of others with whom you volunteer, by reporting all potential and actual health and safety matters including accidents using the correct procedures.

You will be supported in your knowledge by completing our health and safety E-learning module.

Safeguarding: The Museum of Cambridge acknowledges that we have the ultimate responsibility for management and control of activities conducted at the Museum and that this is in line with relevant legislation and statutory guidance of the safeguarding of young people and vulnerable groups. Please refer to our Safeguarding Policy for more information.

Equality and Diversity: Volunteers from all backgrounds and experiences are welcome. We are committed to equality and diversity and creating a welcoming environment where all feel valued.

The Museum of Cambridge has a responsibility to ensure that all volunteers are eligible to volunteer in the UK.

About the Museum:

The Museum of Cambridge has served the Cambridge community for over 80 years from its Grade II listed 17th century former coaching inn. With over 20,000 objects in our collection, we represent not only Cambridge, but wider Cambridgeshire and its history and heritage spanning over 300 years, with a focus on folklore and social history. We are passionate about connecting communities and unlocking the past for present and future generations.

We rely on our incredible team of over 60 volunteers to keep the Museum open and share our collection and stories with Cambridge and beyond.

The Museum is open 4 days a week, Thursdays to Sundays and Bank Holidays.

To Apply

Please click on the Volunteer link on the Museum of Cambridge website:

www.museumofcambridge.org.uk

For further information, telephone: 01223 355159, or email

volunteer@museumofcambridge.org.uk