

RUSSELL-COTES

HOUSE • GALLERY • GARDEN

Role description: Volunteer Steward

Role title:	Volunteer Steward
Project description:	This project aims to give all our visitors an excellent experience at the Russell-Cotes by providing a friendly face in the historic house to welcome people, to answer questions and to be able to deliver a variety of different programmed experiences, such as pop-up talks on different items on display.
Project manager:	Ruaidhri O'Mahony Visitor Services Team Leader
Where:	Russell-Cotes Art Gallery & Museum
When:	Shifts will be variable, but mainly: Tuesdays 11.00am – 1.30pm & 1.30pm – 4.00pm Fridays 11.00am – 1.30pm & 1.30pm – 4.00pm Saturdays 1.30pm – 4.00pm Sundays 1.30pm – 4.00pm
Commitment:	There is no minimum time commitment but the more the merrier, and we would encourage you to book in for one session a week.
Duration:	This is a new volunteer project and we envisage it becoming a staple part of our volunteer programme. The project will be reviewed after 6 months to ensure it is meeting its objectives.
Requirements: (skills etc)	You will have the confidence to approach visitors with a warm and friendly welcome, and will be sensitive to different expectations of how much interaction different visitors want and need. Good interpersonal skills and an approachable manner, with the ability to interact with the public, are essential.

	<p>Confidence to deliver short talks and tours after training has been given. Research opportunities will also exist for those with researching skills and interests.</p> <p>Willingness to learn about the Russell-Cotes and our history, our programme of exhibitions, and upcoming events, and the ability to share this with visitors as appropriate.</p>
What's in it for you:	<p>Making a hugely positive impact on visitor enjoyment, and contributing to the work and success of the Russell-Cotes.</p> <p>Proven work experience in supporting the development of customer service, programming and interpretation at the Russell-Cotes.</p> <p>Learning about the history of the Russell-Cotes, gaining insight into the work of the curatorial team and being the first to hear about exhibitions and events.</p> <p>Joining a friendly team of Volunteers and meeting new people.</p> <p>Volunteering at the Russell-Cotes is a unique chance to interact with this fascinating historic house and develop your knowledge of its history.</p>
Training:	<p>Tour of the historic house Fire Induction and Health & Safety Induction Visitor expectations training & storytelling training</p>
For more information, contact:	<p>Ruaidhri O'Mahony Visitor Services Team Leader ruaidhri.o'mahony@bournemouth.gov.uk</p>
Notes:	<p>Tea and coffee is provided for volunteers in the staff kitchen.</p> <p>We are not currently able to pay volunteers expenses and we ask that prospective candidates consider the implications of this on their travel expense before applying.</p>
Last Reviewed:	<p>4 April 2018</p>