



Role Description and Person Specification: **Senior Volunteer – Duty Management**

Date Updated: 02/04/19

Organisation: Museum of Richmond,
Old Town Hall
Whittaker Avenue, Richmond TW9 1TP
Tel: 020 8332 1141
Email: learning@museumofrichmond.com

Role Type: Voluntary

Responsible to: Learning and Audience Development Officer

Hours: Up to 8 hours per week. Maximum 16 hours per month. One Saturday per month and occasional weekdays scheduled in advance when both members of staff cannot be on site.

Main Purpose: To duty manage (i.e. be on site to provide support for front desk and digitisation volunteers and to help visitors) when the Museum's staff cannot be on site (including one Saturday per month).

KEY RESPONSIBILITIES

- Unlocking/locking the Museum – Key holder.
- Staff the Museum's back office.
- To help desk volunteers and digitisation volunteers with questions.
- To provide additional information to visitors about our services.
- Sell event tickets to visitors.
- To undertake administrative tasks when relevant.

PERSON SPECIFICATION

Qualifications / Training / Experience	Desirable / Essential
Teamwork/ people management experience.	Essential
Experience in using Microsoft Office and Internet Explorer.	Essential
First Aid Trained – Museum will pay for a refresher/training if needed.	Essential
Experience of cash handling.	Desirable
Experience of key holder responsibilities.	Desirable

PERSONAL SKILLS

- Excellent written and verbal communication skills.
- Strong interpersonal skills.
- Able to work independently to a high standard.
- Organised and reliable.

For more information about the role please download and complete a volunteer application form: <http://www.museumofrichmond.com/wp-content/uploads/Volunteer-Leaflet-and-Application-Form.pdf> and email to Vicky McGrath learning@museumofrichmond.com . Closing date is 29 April 2019.

As the volunteer will have key holder responsibilities and will be working with other volunteers unsupervised, the Museum will look to complete a DBS check.