

SHARPE'S POTTERY HERITAGE AND ARTS TRUST



Visitor Experience Volunteer

Reports to: Visitor Experience Manager

Location: Sharpe's Pottery Museum, Swadlincote

Time commitment: Flexible, it could be as little as two hours a week, or up to two full days per week from Tuesdays to Sundays when the museum is open

Training and Resources: Induction, training and development opportunities available

Expenses: Out-of-pocket travel costs between home and volunteering place can be claimed, and other reasonable expenses agreed in advance

This role will suit people who... enjoy variety, like meeting people, have a friendly and helpful nature and like helping others.

About Sharpe's Pottery Heritage and Arts Trust

Sharpe's Pottery Heritage and Arts Trust (Sharpe's) is a local charity, responsible for maintaining and managing Sharpe's Pottery Museum (opened in 2003), a grade II listed building, along with a large collection of artefacts from South Derbyshire's industrial past.

As well as preserving the local history, the venue hosts community events, special occasions, performances, conferences and works with a wide range of partners and stakeholders committed to educating the community and our visitors about Sharpe's family history and the significant changes from 19th century coal mining, clay extraction and associated industrial activity in South Derbyshire, to a 21st century sustainable landscape led by the creation of The National Forest!

Sharpe's Pottery Heritage and Arts Trust is a registered charity (no. 1077086) and company limited by guarantee (no. 03820001)

Preserving the past to secure our future!



WHAT IS A VISITOR EXPERIENCE VOLUNTEER?

Visitor Services Assistant Volunteers will provide a helpful and friendly service that will contribute to the smooth running of the museum. Providing a warm welcome for our visitors you will answer any immediate questions, help them to orientate themselves and generally provide the information they need to ensure they have a comfortable, enjoyable and memorable visit. You will be able to perform any of the tasks described below and support all areas of Visitor Experiences across the museum.

What is in it for you?

- Becoming part of a friendly and dedicated team
- Meeting people from all walks of life and making new friends
- Improving your communication skills
- Enjoying new experiences and learning something new every day
- Great personal satisfaction, since you have the opportunity to make a real difference to our visitors' experience

What's involved?

- Providing a warm, friendly welcome (and goodbye) to all visitors as the public face of the museum and Sharpe's Pottery Heritage and Arts Trust as a charity
- Developing a good knowledge of the local history, its stories and what it has to offer, so that all visitors receive accurate and relevant information to enhance their visit
- Welcoming a diverse range of visitors
- Performing simple retail transactions in the museum shop
- Understanding and communicating key messages, events and other information
- Dealing with any queries that may arise from visitors and pass to colleagues
- Being aware of the needs of all visitors, including disabled and family visitors
- Encouraging donations and explain how the money raised will be used
- Becoming familiar with, and following the necessary health and safety policies and procedures at all times
- Ensuring the museum is clean and tidy at all times
- Assisting with events and promote guided tours & groups - setting up for events and meetings including putting out tables and chairs
- Giving any other appropriate assistance as may be reasonably requested

This role is purely voluntary and this is not meant to be an employment contract nor is it legally binding