

Charles Dickens Museum

Volunteer Room Steward: Role Description

Purpose

To enhance the visitor experience by ensuring a high level of customer service and answering any questions visitors may have about Charles Dickens or the Museum.

Reasons for getting involved

- Meeting like-minded people – fellow volunteers, visitors, and researchers.
- Learning new skills and gaining work-related experience in a visitor-facing environment.
- Deepening your knowledge of Charles Dickens, his life and his novels.
- Being invited to talks, events and other social gatherings.

Shifts

Monday to Sunday 10:00- 14:00, 13:00 – 17:00

A minimum of 4 hours a week commitment for a three-month period.

Tasks and Responsibilities

- To be a presence on each level of the Museum.
- To assist in ensuring the safety and security of our collection and visitors.
- To be friendly and informative.
- To direct visitors around the Museum as required.
- To distribute and collect visitor plans and guides.
- To answer any questions that the visitors have about Charles Dickens, the Museum and its collections.
- To assist in maintaining the appearance of the interactive spaces and displays.
- To understand and assisting in implementing the fire evacuation procedure with primary regard to visitor and personal safety.

Skills needed

- A friendly and helpful manner.
- Ability to communicate effectively with a wide range of people.
- Ability or willingness to learn a range of information about Charles Dickens
- A reasonable level of physical dexterity required to move around the Museum.
- Ability to build strong working relationships with staff and other volunteers.

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Expenses

We are happy to reimburse any reasonable out of pocket expenses for up to £10 per shift, and if you are on duty for five hours or more, up to £3.50 a day.

Please note: This role will include a large amount of standing; there are also a number of stairs. You must also be at least 18 years of age to volunteer at the Charles Dickens Museum.

Background Information

The Charles Dickens Museum is a fully accredited independent museum dedicated to promoting the life and work of Charles Dickens, writer, journalist and social reformer.

Our mission is to be the world's leading centre for the study, appreciation and enjoyment of Charles Dickens's life and works.

The Charles Dickens Museum was founded (as the Dickens House) in 1925 and is constituted as a charity (number 212172). The Museum holds the world's finest and most comprehensive collection of material (over 100,000 items) relating to Dickens's life and work. It was here at 48 Doughty Street (a Grade 1 listed building) that Dickens established himself as a writer in the 1830s and rose to international fame.

The Museum also houses an extensive archive and research library used continually by leading scholars, and it is the headquarters of the international Dickens Fellowship. 48 Doughty Street is a place of pilgrimage for people from all over the world – fans, scholars, researchers, writers – and it is a place of learning for thousands of children and young people. We receive 200-300 visitors daily, as well as 50+ school pupils each day during term time.

In addition to permanent displays, the Museum presents an ongoing series of temporary exhibitions exploring different aspects of Dickens's life, as well as special events.

How to get involved

If you are interested, please email Adam Kalinowski, Volunteer Coordinator at adam.kalinowski@dickensmuseum.com for more information or download the registration form from Museum's website and post it to Charles Dickens Museum, 48 Doughty Street, WC1N 2LX London.

Find out more on <http://dickensmuseum.com/pages/volunteer>.