

# Charles Dickens Museum

## Volunteer Room Steward: Role Description

### Purpose

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

### Reasons for getting involved

- Meeting likeminded people – fellow volunteers, visitors, researchers
- Learning new skills and gain work-related experience in a visitor facing environment
- Deepening your knowledge on Charles Dickens, his life and his novels
- Being invited to volunteer 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

### Responsibilities

- To be a presence on each level of the museum
- Ensuring vigilance at all times with regard to the safety and security of our collection and visitors
- To help make sure that the collection is protected
- To be friendly and informative
- Direct visitors around the museum where appropriate
- To distribute and collect visitor plans and guides
- To answer any questions that the visitors have about the collection, Charles Dickens or operational aspects of the museum where appropriate
- To maintain the appearance of the interactive spaces within the museum
- To understand and implement the fire evacuation procedure with primary regard to visitor and personal safety.

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## Skills needed

- Customer Service
- Ability to communicate effectively with a wide audience
- Ability or willingness to learn a range of information about Charles Dickens, his works and the local area.
- A reasonable level of physical dexterity
- Ability to build strong working relationships with staff and other volunteers

## 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.