

# Charles Dickens Museum

## Volunteer Events Steward: Role Description

### Shifts

Minimum of once a month – depending on events program this could become more  
Must be able to commit to evening events

### Purpose

To enhance the visitors experience at a range of events both evening and weekend at the Charles Dickens Museum and to ensure a high level of customer service at all times.

### Responsibilities

- To be a presence on each level of the museum during events
- Ensuring vigilance at all times with regard to the safety and security of visitors and collections
- To be friendly and informative
- Direct visitors around the museum where appropriate
- 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
- To maintain the appearance of event spaces
- To ensure that all Museum procedures are adhered to through each event.

### Skills needed

- Previous events experience desirable
- 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

**Please note:** Training will include several shifts within the Museum as a steward in order to gain the knowledge of the Museum and collection.  
Some events require costume (which we provide)