

# Supporters of Calderdale Museums

## Volunteering with Museums

### Volunteer Room Steward

The information given in this supporter's role description is intended to provide an understanding and appreciation of the workload of this particular role and its purpose within the organisation

The role description outlines main duties and responsibilities under broad headings only, as it is not possible to specify every item in detail.

Core values and behaviours are included in the Supporters Policy and Agreement.

**Directorate:** Communities

**Section:** Museums

**Title:** Volunteer Room Steward

**Reports to:** Nominated Museum Professional

#### Prime Objectives of the Post

- To support Calderdale Museums in its policy to collect, preserve and make accessible objects and information relating to the culture and heritage of the area and its people for the inspiration, learning and enjoyment of everyone.
- To support Visitor Service Assistants in the interpretation of Calderdale Museum sites and their associated collections

#### Main Duties and Responsibilities

- Gain a working knowledge of the site and the collections on display there
- Help with interpreting and explaining sites, historic rooms and history of the families who have occupied the buildings
- Provide assistance to all visitors, including any access needs
- Assist with visitor flow, especially with large groups
- Ensure the security of objects, and inform Museum staff of any issues



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- Ensure the rules of the site are adhered to
- Undertake appropriate training in object handling, cataloguing, conservation cleaning and any other training deemed necessary.
- To carry out work according to the guidelines set out in training
- To support Calderdale Museums' staff in the collection, preservation and accessibility of its collection in accordance with current policies and National collection guidelines
- To carry out duties in accordance with the Council's equality and diversity policies and practice, in terms of employment and service delivery, to ensure that colleagues and service users are treated in a fair and consistent manner, and that services are delivered with sensitivity to the needs of service users
- To carry out all duties and responsibilities with due regard to health and safety legislation and other relevant council policies

### Skills Required

- Able to approach and talk to people from many backgrounds and all walks of life
- Approachable and friendly
- Able to learn and interpret historical facts and be able to disseminate them
- Willing and able to negotiate historic buildings with no lifts
- Confident to approach visitors who touch or otherwise compromise objects and/or the building and explain why they are asked not to do so



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