



Volunteer Steward Role Description

About the Museum:

We are a small independent museum (affiliated to the Association of Independent Museums) and a charity registered with the Charity Commission. The museum is staffed and run entirely by volunteers. It focuses on the history and heritage of Marlow and its surrounding villages of Little Marlow, Marlow Bottom, Bisham, Medmenham and Greater Marlow. The museum opened in 2009 and is currently working towards Accreditation with the Arts Council. Our long-term aim is to acquire larger premises to do greater justice to the fascinating history and heritage of this beautiful area.

The Role of Steward:

We are looking for enthusiastic volunteers to ensure all our visitors enjoy their visit to Marlow Museum and leave with a greater understanding of the history of the local area. This volunteer opportunity will be of interest to anyone who loves local history and enjoys talking to people. Training will be given, along with a Volunteer Handbook.

Responsible to: the Duty Manager of the day, and the Chair of Trustees

Volunteer hours: Volunteers are requested to commit a minimum number of hours to this role (two to four) and be prepared to be included on a rota to cover opening hours. Shifts are currently available on Wednesdays 14.00-17.00; Saturdays or Sundays 13:00 – 17:00 and during the winter months on Sundays only, 1400-1600. The museum will open on other afternoons by arrangement when sufficient volunteers are available.

Frequency: Negotiable. Ideally once a fortnight, for a minimum of six months.

What we would like you to do:

- Be present promptly at the museum to prepare for opening
- Greet visitors and aim to ensure every visitor has an exceptional experience
- Be friendly and informative.
- When necessary, ensure Covid-19 regulations are observed and collect Test and Trace details.
- Engage visitors with the collection and information boards
- Help visitors to find their way round the Museum, including using reference books if required.
- Enable purchase of exhibition booklets and other items on sale, using contactless payment where possible.
- Make visitors aware of the donation box should they wish to donate
- Ensure vigilance at all times regarding the safety and security of our collection and our visitors.
- Ensure the museum is clean and tidy for opening and at closing
- Alert the Duty Manager to any maintenance issues

Essential skills:

- Friendly and engaging and a good communicator
- Enjoy interacting with the public
- Understand the need to provide an interesting experience for every visitor
- An interest in Marlow and the areas covered by the Museum
- A high level of punctuality and reliability
- Willing to follow procedures but use own initiative and seek advice when appropriate.
- An affinity with history and a willingness to learn about Marlow history
- A team player and able to interact with other volunteers.

Desirable but not essential:

- a. Customer service experience

b. Previous museum or heritage experience

Rewards

- The chance to learn new skills and build up existing ones
- The opportunity to make new friends and work within a team
- Social events
- Regular Newsletter

Please note: You must be at least 18 years old to volunteer as a steward at Marlow Museum.

How to Apply Please fill out the application form below and send it to contact@marlowmuseum.org or Della Fitzgerald, Marlow Museum, Court Garden, Pound Lane, Marlow SL7 2AE



Court Garden, Pound Lane, Marlow, Bucks SL7 2AE

Registered Charity Number: 1187853

Application to be a volunteer Steward at Marlow Museum

Please complete the details below

Name:.....

Email.....

Telephone.....

Address.....

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Preferred method of contact: Email / Telephone / Post

Preferred day of the week to volunteer:

I can volunteer every: week / fortnight / three weeks / once a month

Please mention below any of your interests or experience which might be of use to the museum.

Thank you! Someone will be in touch with you shortly.