



Reg. Charity No. 1187853

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

Volunteer Coordinator Role Description

About the role and key tasks:

Our Volunteer Coordinator supports the Museum Manager to recruit, train and supervise our team of 30 volunteers. They help to ensure the museum is staffed and able to open during scheduled opening hours, that the collections team are supported, identify training needs, and act as liaison between the volunteers and the museums management committee.

As part of this role you will need to:

- Support the delivery of the volunteer recruitment process
- Deliver induction training for all new volunteers
- Help volunteers to enjoy their experience of the museum
- Encourage more people to join the museum as a volunteer
- Have a good knowledge of the museum's relevant policies and procedures
- Be vigilant regarding the safety and security of our collection, visitors and volunteers
- Alert the Duty Manager/Museum Manager to any maintenance issues
- Manage our online rota using the ThreeRings app

Skills, experience and qualities

No previous experience is required for this role. Full training will be given and you will be supported and accompanied in the delivery of this role by the Museum Manager.

We hope you will bring to the museum:

- A friendly and engaging manner
- Good communication skills
- Enjoyment of interacting with members of the public and other volunteers
- Regular availability to remain in frequent communication with volunteers
- Ability to follow procedures but use own initiative and seek advice when appropriate
- A willingness to learn
- The ability to work within a team and interact positively with other volunteers

We will offer you:

- Training to fulfil the role and other opportunities to develop your skills and knowledge
- A supportive team of volunteers and friends to support you in this role
- Reimbursement of travel expenses and parking at Pound Lane carpark
- Discount in the nearby M Cafe
- A programme of social events including a monthly coffee & chat and bi-annual volunteer celebration events
- A regular volunteer newsletter to keep you informed of developments at the museum

Volunteer hours:

Flexible but regular communication (at least weekly) is required. This ongoing tasks associated with this role could be primarily delivered remotely with communication via email, ThreeRings and WhatsApp. With occasional in person attendance to induct and train new volunteers or attended meetings. This role also includes joining the Management Committee of the museum with meetings once per month.

Location

Marlow Museum, Court Gardens, Pound Lane, Marlow, SL7 2AE

Training and other opportunities

All training for the role will be provided including an induction to the museum and use of ThreeRings. We also have a number of working groups supporting the development and delivery of different activity in the museum. If you would like to know more about these please ask the Museum Manager.

If you have particular interests or needs please highlight these to us so we can make any necessary adjustments.

Application process

Please contact the Museum Manager to express your interest in this role via manager@marlowmuseum.org

Following receipt of your interest in volunteering the museum manager will invite you to meet with them. In this meeting we will share our volunteer agreement with you which outlines in full what you can expect from the museum and the behaviours we expect from our volunteers. We will also discuss any training you might need and other opportunities and benefits related to being a volunteer at Marlow Museum.

All roles at the museum include a trial period to ensure the role is right for you and the museum team.