**Volunteer Role Description**

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| Role Title | Steward and Front of House  |
| Organisation and who benefits | The role is essential to the operation of the museum. It is supervised by the Secretary and the Chairman of the museum.  |
| Purpose | To present the museum as the visitor’s first point of contact. |
| Benefits to the Volunteer | 1. Learning the local history of the area
2. Involvement in a small, high-performing local heritage charity
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| Main Tasks | 1. To open, set up and close the museum
2. To greet and welcome our visitors as they arrive.
3. To respond to any question they may have, and direct them to the appropriate part of the museum’s displays and books.
4. To raise the alarm and take immediate actions should any emergency occur.
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| Skills / Experience | You’ll want to be able to relate to people, to be ready to engage them and answer their questions. Basic computer skills will allow you to better show our visitors how the IT equipment works, but aren’t essential.  |
| When | 2 hours per shift, weekly or monthly. (Less often than once a month really isn’t worth it).  |
| Support Offered | We provide induction and then more detailed training, supported by the Stewards Handbook. You’ll do several sessions as ‘understudy’ to a more experienced member until you feel ready to ‘lead’. In any case, while some of our stewards are happy to take the seat on their own, others prefer to be one of a pair, and our rostering takes account of that.  |