

## Volunteer role description

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| <b>Job Title</b>       | <b>Museum Assistant</b>  |
| <b>Location</b>        | Eden Valley Museum, Edenbridge   |
| <b>Summary of Role</b> | Museum Assistants are responsible for visitor support and security in the Museum's galleries. They are the first point of contact for visitors to the Museum.  |
| <b>Main Duties</b>     | <ul style="list-style-type: none"> <li>• Open the Museum and prepare it for visitors</li> <li>• Close the Museum and ensure that the building is properly secured</li> <li>• Meet, greet and take care of visitors and briefly explain the layout of the building</li> <li>• Count visitors as they arrive and record numbers on the sheets provided</li> <li>• Deal sympathetically with all visitors and respond to their enquiries regarding the galleries and the collection</li> <li>• Sell items from the Museum shop and record items sold</li> <li>• Gentle cleaning as needed to provide a high standard of presentation</li> <li>• To take reasonable care for the health and safety of themselves and others who may be affected by their acts or omissions at work</li> <li>• To undertake training as required</li> </ul> |

### About the Eden Valley Museum

The Eden Valley Museum is a community-based museum in the centre of the market town of Edenbridge operated by a committed team of Trustees, volunteers and part-time House Manager. Located in a medieval farmhouse on the High Street, its galleries present the history of the Eden Valley through the stories of its people, buildings and environment. In addition to the permanent galleries, it has a changing programme of exhibitions, guided walks and fundraising events.

We regret that due to the medieval structure of the Museum's Grade I listed building there is no disabled access to the upper floor.

## Person Specification

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| <b>Job Title</b> | <b>Museum Assistant</b> |
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| <b>Aspect</b>  | <b>Essential</b> | <b>Desirable</b> |
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| Good verbal communication skills   | ✓                |                  |
| Good interpersonal skills  | ✓                |                  |
| Numerate and ability to handle money   | ✓                |                  |
| Interest in heritage and local history   | ✓                |                  |
| Commitment to excellent customer service   | ✓                |                  |
| Ability to work on own initiative, where necessary   | ✓                |                  |
| Experience of working with the public  |                  | ✓                |
| Experience of working in a voluntary or professional capacity in a museum, library, archive, school or similar |                  | ✓                |
| Good office administration skills  |                  | ✓                |
| Good IT skills including working knowledge of Microsoft Excel, Publisher and Word                              |                  | ✓                |
| Clean driving licence and access to a car  |                  | ✓                |
| Commitment to equal opportunities  | ✓                |                  |