

# Congleton Museum



**Job Title: Volunteer Museum Assistant**

**Salary: Unpaid (volunteer)**

**Hours: 2-4 hours per week**

**Role: Customer Service**

**Contract: Temporary and Permanent**

**Closing Date: n/a**

**Location: Congleton**

## Overview

Congleton Museum seeks new Volunteer Museum Assistants to assist with welcoming visitors to the museum, providing general assistance and promoting events and exhibitions, conducting front of house responsibilities such as taking payments, stock replenishment, supporting the front desk and selling items from the shop, recording visitor numbers, taking donations and payment for memberships, guiding visitors into the main exhibition, responding to enquiries in a helpful manner, handling children's activity trail sheets and replenishing family activities. Shifts are 2-4 hours per week.

Volunteer Museum Assistant Volunteer Shifts:

1x Tuesday 12.00 – 16.00

1x Thursday 14.00 – 16.00

1x Friday 10.30 – 14.00

1x Friday 12.00 – 16.00

1x Saturday 10.30 – 14.00

1x Saturday 12.00 – 16.00

1x Sunday 12.00 – 16.00

Congleton Museum is a local history museum in the heart of Cheshire. The museum has recently gone through a major rebrand and constructed a new website. The museum runs major events throughout the year in which the Museum Assistant would assist with the delivery of those events if happening during their shift. The museum is seeing an increase of visitors since Covid and is keen to recruit friendly and welcoming volunteers to its existing team. The Museum Assistant role is to provide a welcoming and friendly reception and first point of contact for museum visitors, providing information and assistance to help maximise their visit. Other duties include keeping the museum tidy throughout the day, keeping up to date with museum activities and reporting to the assistant manager where necessary.

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## Person Specification

We are looking for people who can volunteer on a regular basis.

- Have an interest in history and Congleton Museum
- An interest in learning new things and taking part in museum activities
- Happy to engage with museum visitors and build rapport
- The ability to use your own initiative
- Be confident using a digital till system
- Commit to 2-4 hours per week
- Have an enthusiastic approach to volunteering

## Essential Experience

- Have some experience in a customer facing role

## Preferred Skills and Experience

- Knowledgeable on Congleton's history

To volunteer in this role, you must be over the age of 16 and able to volunteer in the UK.

## Benefits

- Volunteers of Congleton Museum receive a free museum membership which includes priority booking to events, discounted event tickets, newsletter, member only events and access to online family history research databases.
- Reciprocal museum visiting scheme.
- Volunteer training and volunteer only events.

To apply for the Volunteer Museum Assistant role, please send your CV to [anna@congletonmuseum.co.uk](mailto:anna@congletonmuseum.co.uk).