



Volunteer Steward role description

About the museum

Maldon Museum in the Park is a volunteer run organisation which tells the stories of the people, places and events of Maldon. The museum is housed in the Edwardian former Park Keeper's Lodge by the main gates of Promenade Park, and houses a collection that reflects the social, domestic and industrial history of Maldon and the surrounding district over the last two centuries, and beyond. The museum showcases various aspects of Maldon's history including:

- Items from long lost local industries such as Sadd's Joiners
- A model of the Maldon East Railway Station
- A lovely old fire engine
- Items related to the barge history of Maldon
- A baker's oven
- Old shopfronts stocked with bygone packets and tins

There is not enough space to display everything, so the displays change annually. There is also a small shop with souvenirs and new and second hand books for sale. Younger visitors love the free children's quiz which encourages exploration of the museum.

Volunteers are at the heart of the museum and our Stewards are the first point of contact for our visitors.

What will I be doing?

The key tasks for a Volunteer Steward are:

- Opening up the museum and making sure it is ready for visitors*
- Providing a friendly welcome to the museum
- Chatting with our visitors about their visit and time in Maldon
- Undertaking light cleaning tasks to keep the museum looking presentable during opening hours
- Recording visitor numbers for our records
- Processing shop sales
- Encouraging donations
- Closing up the museum at the end of the day*

(*) Full training and support will be provided for these tasks

Where will I be based?

You will be based at Maldon Museum in the Park which is located by the main gates to Promenade Park. The address is: 47 Mill Road, Maldon CM9 5HX.

How much time will I be expected to give?

The museum is open from Easter – October on Wednesdays, Fridays, Saturdays, Sundays and Bank Holidays between 1-4pm. We are looking for volunteers who can give some time each month, ideally a minimum of one shift.

What skills, qualities and experience do I need?

No experience or qualifications are necessary as this is a good opportunity to gain new skills. However this role would suit people who:

- Have an interest in local history and enjoy interacting with the public
- Are welcoming, approachable and helpful
- Have good communication skills, willing to share information with visitors
- Are proactive with a positive nature and an interest in providing an excellent visitor experience
- Enthusiastic and interested to learn about the history of Maldon
- Reliable, well-presented, friendly and polite
- Comfortable working as part of a team; supporting other volunteers
- Are able to work independently

What support and training will I receive?

All volunteers will receive a welcome induction session which includes an introductory tour of the museum. Each volunteer is given a Volunteer Handbook which provides all essential information. For your first shift you will be paired with a more experienced volunteer who will show you the ropes. Our Volunteer Co-ordinator will provide ongoing support as needed. All our Volunteer Stewards work in a team of two so you will never be on your own.

What will Maldon Museum in the Park expect from me?

- To be the friendly welcome to the museum and deliver excellent customer service
- To be reliable in attendance and dependable; to be on-site at least ten minutes before the start your shift
- Maintain good working relationships with other volunteers and visitors
- Represent Maldon Museum in the Park in a positive manner at all times
- Have read and understood the museum's Health & Safety, Fire and Emergency Evacuation procedures
- Observe the Museum's policies and procedures – these will be highlighted as part of your induction.

What can I expect from Maldon Museum in the Park?

- A welcoming and enjoyable experience
- The opportunity to learn and develop new skills and experience
- Gain valuable experience to enhance your CV and job applications
- To be treated fairly and with respect
- To become part of a friendly, motivated and dedicated team
- Recognition and appreciation for your contribution
- The opportunity to meet people from all walks of life and make new friends
- Satisfaction of giving back to the community; promoting the work of the Museum
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How to apply

To apply to be a Volunteer Steward please pop into the museum or apply online at enquiries@maldonmuseum.org.uk