

# BROOKLANDS MUSEUM

Volunteer Title: <b>Museum Steward</b>	Reports To: Volunteer Coordinator and Visitor Experience Manager
Last Updated: January 2019	Interested email: suelewin@brooklandsmuseum.com

Brooklands Museum's mission is 'to preserve and interpret the heritage of Brooklands, to use that heritage to inspire and educate and to provide a world-class visitor attraction accessible to all.' The birthplace of British motor sport and aviation, and home of Concorde, Brooklands comprises an unparalleled collection of Vickers and Hawker aircraft, and Brooklands racing cars and motorcycles all displayed in and around the historic buildings on the site where many were originally built or maintained. Brooklands is unique and opens every day with the support of an award-winning team of volunteers.

## **General Responsibilities:**

To welcome and engage with visitors in the exhibition areas you are stewarding. To provide a watchful presence and ensure exhibits are safe from theft or accidental damage.

## **Key Duties:**

- Providing a friendly welcome to visitors of all backgrounds, ages and abilities
- Help visitors to understand the exhibition areas contents, thereby enriching their visit
- Monitoring against theft and accidental damage
- To become familiar with fire escape routes from the building and lead visitors to safety in the event of an alarm activation
- To undertake other appropriate assistance in relation to room stewarding as may be reasonably requested by Brooklands Museum staff
- To maintaining good working relationships with staff and other volunteers
- To comply with the Brooklands Health and Safety and Safeguarding Policies and operate with a regard for good environmental practice

## **Personal Qualities Needed:**

- Good communication skills
- Friendly to families, children and Brooklands visitors
- Enjoys working as part of a team
- Enthusiasm to learn about the history of Brooklands Museum and exhibits in a variety of exhibition areas
- A desire to inspire visitors about the history of Brooklands and support the Museum in relaying Brooklands stories.

#### **Rewards:**

- Induction, training and support
- Opportunity to develop new skills and meet new people
- The knowledge you are making a significant difference to Brooklands Museum's visitors
- Complementary entrance to Brooklands Museum with accompanying guests
- 20% discount in the Museum Shop and Sunbeam Cafe

#### **Volunteer Hours:**

This position is of a voluntary flexible nature and your availability for undertaking the role will be agreed in advance with the Volunteer Coordinator or Volunteer Resources Manager. Ideally you should be able to commit to an ongoing monthly agreement and where possible volunteer one day at the weekend per month.



**All these arrangements are binding in honour only and not intended to be legally binding.**