

Volunteer Role Profile



Role title:	Event Steward
Department :	Commercial
Responsible to:	Volunteer Coordinator
Hours:	Varied throughout the year. Mainly attending events as part of the exhibition display.
Purpose:	To assist in the setup, stewarding and take-down of events.

Main duties and responsibilities:

- Welcoming and directing passengers and visitors
- Promoting the Museum in general.
- Setup of marquees, barriers, tables, chairs and signage prior to the event
- Car Parking (both on and off-site)
- Checking tickets
- Providing information to visitors
- Creating a positive and enjoyable environment for visitors
- Stewarding the Museum site
- Notify event manager of any potential hazards arising
- Manning fundraising stalls / activities
- Keeping the event clean and tidy
- Admissions staff / Admission control
- Assisting with arts & crafts
- Wearing a mascot costume
- Bar staff (18+) for Beer Festivals

Training:

You don't need to have lots of knowledge, just an enthusiasm for meeting and interacting with groups (including schools) and be happy to do some heavy lifting

You are not expected to have all the skills that you will require to carry out this role. Training will be provided, to enable you to carry out your role with confidence and to the standards set.

- Full induction and ongoing support, including Health and safety
- Event-specific training

However, we do expect you to;

- be of tidy appearance and wear reasonably smart clothes (or the Gloucester Railway Carriage and Wagon Museum polo shirt).
- adhere to all health & safety, railway safety and fire procedures are followed

- not report for duty under the influence of alcohol or narcotics
- be friendly, polite and helpful
- be punctual and responsible
- work well with the team and well as on your own initiative
- be confident when meeting new people and communicate well

Benefits of volunteering:

All of our volunteers are members of the Gloucester Railway Carriage and Wagon Museum Charitable Incorporated Organisation and whilst this costs a nominal subscription fee, it gives you access to a number of benefits, including:

- Discounted purchases from the Gift Shop and Tea Room
- Access to great social activities, including away days and social evenings
- The chance to support us in keeping your railway and transport heritage alive in Gloucestershire and South Wales