

# Volunteer Role Profile



<b>Role title:</b>	Event Steward
<b>Department :</b>	Commercial / Passenger & Visitor Services
<b>Responsible to:</b>	Volunteer Coordinator
<b>Hours:</b>	Varied throughout the year.
<b>Purpose:</b>	<p>From time to time, the Gloucester Railway Carriage and Wagon Museum holds particular events in addition to normal opening, such events attract a substantial increase in visitors and passengers. This role contributes to the success of the Gloucester Railway Carriage and Wagon Museum by ensuring a friendly, welcoming, informative and safe visit.</p> <p>To assist in the setup, stewarding and take-down of events.</p>

## **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
- Admission control
- 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 area clean and tidy
- Admissions staff / Admission control
- Assisting with arts & crafts
- Wearing a mascot costume
- Assisting in tidying up at the end of the day/event
- Complying with Volunteer Commitment

## **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.

The Training we'll provide:

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

## **What you'll need for the role:**

- A confident and courteous manner
- Interpersonal skills
- Customer service skills
- Enjoy working with people and as part of a team
- Safety awareness
- Positive communication skills
- Able to work, unflustered, in a busy environment
- Flexible approach to duties
- A willingness and ability to interact positively with passengers, visitors and colleagues across the Museum and Railway
- Initiative

## **What you'll get from the role:**

- The chance to ensure visitors to the Gloucester Railway Carriage and Wagon Museum have a safe and enjoyable experience
- Enhance your skills in general
- Provide particular new skills and knowledge

- An insight into museums, heritage railways, voluntary and tourism sectors
- A sense of giving something to the community
- A sense of personal satisfaction
- Discounted Refreshments within the Museum
- Free tea/coffee/water
- Discounts in Museum Shop\* Subject to Membership of the Gloucester Railway Carriage and Wagon Museum CIO

### **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