*Visitor Guide*

**Help us to create a friendly visitor-focused environment and to ensure all visitors to the museum have the best experience possible.**

Museum opening hours are 11.00-17.00 Thurs- Sun (Spring / Summer)

10.00-16.00 Thurs- Sat (Autumn / Winter)

Volunteers are expected to come in once a week where possible, you will be able o sign up to slots that suit you via our shared rota in google drive.

**Supporting the Duty Manager and other staff in the day to day running of the Museum**

Duties:

* Welcoming visitors, providing information about the Museum and any temporary exhibitions
* Being present as a point of contact for visitors
* Giving information and being a friendly face in the ‘Founder’s House’ or ‘Castleside’ buildings
* Assisting with visitor flow and orientation, including use of the Castleside lift
* Vigilance around the security and safety of the museum collection
* Assisting Museum staff in evacuating the museum buildings in an emergency
* Covering the Welcome area in ‘The Haven’ on occasion, including sale of items

Whilst you are volunteering for us the Panacea Museum will:

* Provide you the necessary training needed to undertake your duties within the museum
* Provide a safe working environment, and any equipment or supplies needed
* Assign a member of staff or a volunteer to support you (this will normally be the Volunteering & Engagement Officer)
* Reimburse public transport expenses, and food expenses incurred if working all day (two shifts)
* Provide you with refreshments during your working hours

Directions:

A 5-minute walk from bus stops on St Paul's Square, also the Museum is opposite the a bus stop on Newnham Road.

The nearest parking is Lurke Street multi storey. Parking costs whilst volunteering are reimbursed.

Requirements:

* Good communication skills- comfortable talking to visitors and welcoming them
* Able to take money and give change using mental arithmetic
* IT skills would be useful as we use an iPad and a wireless card reader.
* A prior interest in social history and women’s history would be a benefit

What’s in it for you:

* Social aspect, meeting new people
* Development of customer service skills and retail skills
* Option to assist with special events
* Food expenses are covered if a volunteer works a full day (two shifts) up to a maximum of £5.00
* 2 – 3 volunteer trips per year, either a lunch or a trip to another museum (all paid for)
* Reimbursed travel costs- e.g. bus fare or parking fees.

If you are not able to attend as scheduled, **please inform us as early as possible so we can arrange cover**.

Please call or email the Volunteering & Engagement Officer. If it is a weekend, call the museum main number 01234 353178 during opening hours.