

Volunteering roles within The Charles Burrell Museum

There are many volunteering roles that are available within the Charles Burrell Museum. This sheet gives a brief description of each one to allow you to decide which role you may be interested in undertaking & to indicate your choice.

Please note – full training will be given & you will get the chance to ‘shadow’ an existing volunteer for as long as you would like to.

FRONT OF HOUSE VOLUNTEER

In the role of Front of House volunteer you will be the person to give the first impression of the Museum to our visitors.

In this role you would need to be welcoming, friendly & not mind talking to the public! Duties include collecting information on where our visitors have come from on a form, answering questions, making sales of merchandise, as well as keeping the Foyer clean & tidy.

MAIN DISPLAY AREA GUIDE

Like the Front of House volunteer a friendly demeanour & being willing to chat is essential to this role. You will be required to have information to hand to answer questions from the public about the objects on display, including the engines and the company history. Ideally an ability to ‘tell the story’ of Burrell’s works and offer a personal interpretation of it to visitors would be welcome.

But these volunteers don’t just stand around waiting to talk though! There is always something else to do - polishing, dusting, making sure the display areas are tidy is also part of the job.

CAFE STAFF

In this role you will be under the direct instruction & supervision of Café Manager Gail Townsend.

In this role hygiene & food safety are very important. All our volunteers are trained to Level 2 in Food Handling & if you complete the training period & wish to continue then you will also be given the opportunity to do so.

Duties within the Café include taking orders & receiving payment, preparing food & drinks, carrying trays to customers, cleaning & washing up.

ENGINE SPECIFIC VOLUNTEER

In this role you will be under the direct instruction & supervision of Engine Officer Richard Stock.

This role involves cleaning, polishing & maintenance work so you mustn't mind getting dirty. When working with the engines safety is key so you must be able to follow clear instructions and also be relied on to sometimes undertake tasks without direct supervision. Our existing volunteers know our engines inside out & will teach anyone willing to learn. No previous experience of working with traction engines or steam engines generally is necessary but it would be useful. Any previous engineering experience would also be welcome. Vacancies in this area are only available on an as required basis.

Please note – this role does not mean that you will automatically be working on the engines when they are in steam. Once you have gained experience however you may be invited to join the existing volunteers to help with the engines at events – however - this is at the Engine Officer's discretion & his decision is final.

These are the 4 main roles, however at the Charles Burrell Museum we are a team & most of us carry out more than one role.

During our Closed time we also undertake decorating & building/engine maintenance which you would be welcome to join with if you wish.

Once you have acquired more experience there may occasionally arise an opportunity to take on a role with greater responsibility e.g. Workshop Keeper or First Aider etc.

Our Trustees are also volunteers & should a vacancy arise you would be welcome to apply (to the Board of Trustees) for this position. For this role you should ideally have some form of management experience &/or experience with accounts or fundraising.

PLEASE INDICATE YOUR PREFERRED ROLE OR ROLES BELOW (please circle)

Front of House

Main Display Area Guide

Café Staff

Engine Specific Volunteer