



Volunteer Role Profile Role title: SHC Welcome Volunteer (Reception or Exhibition Based)

Project Hours & Location: Stafford History Centre, Eastgate Street, Stafford.

Two-hour sessions (10-12,12-2 or 2-4) available on a rota basis during centre opening hours each week: Tuesday – Saturday 10.00-16.00

What is the purpose of this role?

- To assist us with welcoming visitors to the new Stafford History Centre, demonstrating resources on offer or signposting them to other sources of information.
- To show visitors key pieces from our collections which are on display.
- To show any temporary visiting exhibitions.
- To direct visitors to the relevant areas of the History Centre and make our services accessible.
- To engage with visitors and groups.
- To promote and direct to on-site activities.
- To assist with gift shop sales.

What will you be doing within the role?

- Offering a warm welcome to the public visiting the History Centre
- Signposting visitors to staff if they have questions.
- Invigilating - making sure nobody gets lost, wanders somewhere or touches exhibits that they shouldn't!
- Welcome Hosts will be based primarily in the new exhibition space but will also cover the William Salt Library rooms and can also be desk-based in the exhibition space.
- Reception Hosts will also assist with gift shop stock, simple visitor enquiries and sales
- There will also be the chance to support our team with events and activities

What can you bring to this role?

- You will be someone who has good communication skills, with a friendly and welcoming manner and is confident talking to new people.
- Welcome Hosts will feel comfortable to stand and walk around the History Centre.



- You will be interested in learning more and sharing your knowledge of Staffordshire history.
- Reception Hosts will be confident handling cash and using a till and card reader, but full training and support will be provided.
- Reception Hosts will assist with tidying and replenishing gift shop stock
- Reception Hosts will be computer literate for taking bookings and emailing enquiries
- At the moment we are only able to offer volunteering to people over 18, but this is under review.
- You will be happy to be part of a team

What will you gain from this role?

- A chance to meet and interact with people with similar interests and volunteer in a friendly and interesting environment.
- You will gain experience in working directly with the public and the roles are suited to anybody looking to gain experience in community engagement, retail or other public facing roles.
- Training and support in customer service.
- There is opportunity to learn more about Staffordshire's history and the Archives and Heritage collections.
- Exclusive training and social events for volunteers

What is happening in our organisation? Staffordshire Archives and Heritage is currently undergoing a major redevelopment. Our collections are nationally important and stretch back over 1000 years. We are made up of Staffordshire and Stoke on Trent Archive Service, Staffordshire County Museum Collection and The William Salt Library. We collect and preserve material that is related to all aspects of Staffordshire Life. Staffordshire County Council and its partner the William Salt Library Trust, has received a National Lottery Heritage Fund grant of £3,964,000 towards the Staffordshire History Centre project. Bringing together three incredible collections, from the Staffordshire and Stoke on Trent Archive Service, the County Museum and the William Salt Library, the project will create exciting and imaginative ways to connect Staffordshire people and their stories. Building work on the Staffordshire History Centre has progressed well and we are currently setting up the space ready to reopen to the public in autumn 2024



How can you apply for this role? Any questions about this role or volunteering with our service should be directed to Lisa (Volunteer Co-ordinator) at sro.volunteers@staffordshire.gov.uk

The role will commence in autumn 2024 and potential volunteers will be invited to a site visit to learn more about the role.