



Role Description

The Pankhurst Centre Heritage Museum Volunteer

The Pankhurst Trust (Incorporating Manchester Women's Aid)

Role : The Pankhurst Centre Heritage Museum Volunteer

Reports to: Centre/Volunteers Coordinator

Hours: Thursday 9.45am-4.15pm (9:45am -1pm / 12:30pm-4:15pm)
2nd and 4th Sunday of the month 1.00pm-4.00pm
Tours on occasional Tuesdays,
Ad hoc Events, Hires, Workshops, Admin support

Aims of Role: Front of House volunteers are the public face of the museum, they play a vital role in projecting a positive image to visitors and act as a point of contact for visitors to provide information and answer any questions.

Key Tasks:

- Offer a friendly and informative welcome to visitors;
- Help visitors get the most out of the Museum by answering questions and sharing knowledge;
- Help maintain a safe and secure environment;
- Provide information to visitors and promote the Pankhurst Centre's programs, events and services;
- Sell and restock items in Gift Shop
- Keep an eye on exhibition spaces
- Treat all visitors, volunteers and staff with respect, impartiality and dignity
- Obtain visitor comments via surveys and informal feedback
- Supervise visitor safety in an emergency and carry out fire marshal duties
- Maintain resources within the Heritage Museum and report issues to the Pankhurst Centre's teams.

Qualities / Skills:

- Knowledge of and interest in women's suffrage and/or Suffragette history and culture is not required, we will support you in learning about the building and its history.
- Good communication skills.
- Committed to ensuring a high quality experience for our diverse visitors.
- Be able and willing to work unsupervised; Be willing to answer questions that visitors may ask
- Be flexible and willing to learn and tackle new skills
- Be willing to discuss with Pankhurst Centre's staff and their appointed consultants your experience as a volunteer.

Training /Supervision:

- We provide training in good customer service practice and museum routines.
- We will inform you in advance of your hours and arrangements.
- We ensure that there is support to resolve issues which may arise.
- Regular training opportunities, and best practice sharing.
- Perks for long term volunteers