

Front of House Volunteer:

The Museum of Cambridge is the city's only museum that shares the stories and lives of the people of Cambridge. On the corner of Castle and Northampton Street in a 17th century coaching inn we share what life was and still is like living in Cambridge and the surrounding Fens. Our collection represents 300 years of stories about the everyday life, fears, hopes and experiences of the people in this area. We are proud to be an independent museum which is supported by a thriving team of volunteers across many areas of work.

We rely on our Front of House volunteers each day to open the Museum. This role makes a difference to each visitor who comes to visit. As the first face visitors see when they arrive, you would be selling tickets, and items in our shop, providing a warm and friendly welcome and helping visitors on their visit. This role would involve a mixture of standing and sitting at a desk, speaking to visitors, and using a digital till to make sales. Shifts are Mondays, Thursday-Saturday 9:45-1:30pm and 1:15-5pm and Sundays 10:45-4pm.

The Museum is open 5 days a week, Thursday- Monday. Saturday and weekdays 10-5pm and Sundays and Bank Holidays 11-4pm.

Volunteer Tasks:

- Welcoming visitors to the museum
- Selling tickets and items in the shop using a till
- Keeping leaflets about the museum stocked and tidy
- Answering questions from visitors
- Following the Museum's health and safety procedures and supervising visitors to do the same
- Assist with evacuation during an emergency

What's in it for you?

- Develop or practice your skills in communication and customer service
- Develop your skills in using a till or Point of Sale system
- Be part of an close knit team at an independent museum
- Learn about and share your passion for Cambridge history
- Access custom training opportunities and behind-the-scenes previews
- Tea, coffee, and biscuits whenever you volunteer

We are looking for someone who:

- Is polite, punctual, and helpful to all
- Has good observation skills and an eye for detail
- Enjoys meeting and chatting to people and has good people skills

- Is interested in the history of Cambridge or in gaining experience the heritage sector

How to Apply:

- Follow this link to our online volunteering platform Better Impact ([link](#)) make an account and follow the instructions. We'll get back to you very soon!
OR
- Download and fill in an application form, and email it to us, we can sort out the volunteer account later.
OR
- Give us a call to register your interest on 01223 355159 or send us an email at volunteer@museumofcambridge.org.uk

What Happens next?

If you would like to volunteer with us, we will get you onsite to check out the role, speak with our team and get you started on some basic training. It's as easy as that!

If you have any further questions, get in touch at volunteer@museumofcambridge.org.uk or telephone 01223 355159.

Facilities

At the Museum of Cambridge, we have a comfortable living room space and a well-equipped kitchen. The museum is a grade II listed 17th century building with uneven floors and narrow staircases.

Health and safety responsibilities: You will be responsible for your own health and safety and that of others with whom you volunteer, by reporting all potential and actual health and safety matters including accidents using the correct procedures.

You will be supported in your knowledge by completing our health and safety E-learning module.

Safeguarding: The Museum of Cambridge acknowledges that we have the ultimate responsibility for management and control of activities conducted at the Museum and that this is in line with relevant legislation and statutory guidance of the safeguarding of young people and vulnerable groups. Please refer to our Safeguarding Policy for more information.

Equality and Diversity: Volunteers from all backgrounds and experiences are welcome. We are committed to equality and diversity and creating a welcoming environment where all feel valued.

The Museum of Cambridge has a responsibility to ensure all volunteers are eligible to volunteer in the UK.