



## **Admin Assistant Volunteer**

### Volunteer Role Description

The Whitaker Museum & Art Gallery

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## **What is an Admin Assistant Volunteer?**

Our Admin Assistants work 'behind the scenes' and help manage our busy operation by supporting The Whitaker team to make sure all customer enquiries are dealt with quickly and professionally. They are a dedicated small team that play a vital role in ensuring our visitors get the most out of their visit as they leave no stone unturned and strive for excellent customer service, each and every time.

## **What's in it for you?**

- Develop and enhance your social skills and gain confidence engaging with members of the public
- Join an enthusiastic and varied volunteer team in a beautiful building with local and historic significance
- A sense of fulfillment knowing that you are helping to support a much loved part of Rossendale's history
- 20% discount in our shop and café, as well as our workshops and ticketed events!

## **What's involved?**

- Answering phone calls and dealing with general enquiries
- Responding to emails in a timely and prompt manner
- Checking the answer phone for messages and replying appropriately to any queries
- Looking for answers to questions you do not know the answer to
- Filtering through phone calls and emails to ensure they go through to the right person to handle the enquiry

This role is purely voluntary and this arrangement is not meant to be legally binding or an employment contract.

## This role will suit people who...

- Are reliable, flexible and are able to help out on a regular basis
- Have the ability to work without supervision
- Will be proactive, detail orientated and organised
- Are confident about using the internet and answering the phone
- Has a friendly and approachable manner
- Interest in and some knowledge of local and family history

## Extra information

**Time Commitment:** 1 or 2 days a week

**Volunteer Manager:** Caroline Beardmore – Community Development & Volunteer Coordinator  
– [caroline@thewhitaker.org](mailto:caroline@thewhitaker.org)

### Training for the role:

- Customer care
- Safeguarding and dementia friendly training
- Policy and procedure training

**Expenses:** Out-of-pocket travel costs between home and volunteering place will be paid up to a specified limit, and other reasonable expenses agreed in advance.

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## **About The Whitaker**

The Whitaker is as much about the future as it is about the past. Building on an exploration of the past and the present, The Whitaker is a place for people to take part in the development of the community. It is a place for people to share their hopes and visions of a better future, and to work together to create the community they want to live in.

We are working to strengthen people's rights and entitlements in terms of cultural access, education and participation in the life of the community. We are concerned with the sustainability of communities, the environment, local industries and the economy. We draw on history and heritage, to help imagine, design and begin to create the Valley we want for people and nature.

The Whitaker has a growing friendly team of volunteers who are the heartbeat of all we do. The volunteers share our passion to provide a unique, quirky, space rich in heritage and culture. The contribution and dedication of our volunteers enables us to provide a sustainable museum that is freely available to everyone.

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