

## VOLUNTEER ROLE DESCRIPTION: GALLERY STEWARD

Gallery Stewards help ensure that every visitor has an exceptional experience at Charleston. Situated in both the Galleries and the House, stewards invigilate the Gallery spaces and also provide support to the House during Guided Tour days, positioned in the entrance Hall.

Gallery Stewards form a close-knit Front of House team together with our Visitor Service Assistants and Charleston Guides, and are supervised and supported by the Operations and Visitor Experience department.

### ROLE OBJECTIVES:

The objective of this role is to support the work of the Trust by:

- Ensuring that Charleston creates the best possible experience for all visitors
- Ensuring that visitors adhere to the code of conduct when inside the House and Gallery
- Ensuring the security and safety of the House and Gallery

### TASKS AND ACTIVITIES:

You will be situated in the Galleries or House on a rotational basis. A broad outline of the tasks and activities to be undertaken include:

#### GALLERY INVIGILATION

- To ensure visitors have valid tickets upon entry to the gallery
- To be situated in the Gallery, never leaving a position unattended without cover
- To provide a key point where the public can access information about the exhibition, providing factually correct information, and more broadly providing information about Charleston, its collection and exhibition programme
- To ensure object security, making sure objects are not touched, damaged or stolen
- To ensure visitors adhere to our code of conduct that no pens, pencils with rubbers, rubbers or recording equipment, including cameras, are used within the gallery spaces
- To report any concerns or incidents relating to the Gallery and the visitor experience to the Visitor Experience Team, and call for immediate assistance in the event of any challenging situation.
- To support the Visitor Service Assistants at the Welcome Desk as required

#### HOUSE HALL STEWARDING

- To check admission tickets for those entering the House, providing a warm welcome
- To assist in the safe flow of visitors around the House by providing directions
- To ensure those with additional needs are supported (eg, to provide 'shooting sticks', childrens' trails, translated tours, large print tours, etc.)
- To ensure object security, making sure objects are not touched, damaged or stolen, and to never leaving the front door open unattended

- To support the Guides in ensuring that visitors adhere to our code of conduct
- To report any concerns or incidents relating to the House and the visitor experience to the Visitor Experience Team, and call for immediate assistance in the event of any challenging situation.

## GENERAL

- To be aware of and understand Charleston's emergency procedures
- To be aware that when speaking to the public on site you are speaking on behalf of the Trust, and so to be aware of and in line with the Trust's stance in terms of attitudes towards the collection and attitudes towards the individuals, family and relationships
- To keep updated with information relating to Charleston, Bloomsbury and the arts

## COMMITMENT EXPECTATIONS:

We ask from you the following commitment:

- A minimum of **10 shifts per exhibition**, ideally a regular weekly commitment
- 2 x AM and 2 x PM shifts available per day, Wednesday – Sunday & BH Monday
- Times usually 10:00 – 13:30pm and 13:30 – 17:00pm.

## PERSON SPECIFICATION:

- Enjoy engaging with the public and have a personable manner
- Strong communication and team working skills
- Be enthusiastic and flexible, be able to respond positively in unexpected situations
- To be presentable and trustworthy
- Punctuality and reliability essential
- Intellectual honesty – to admit when you are not sure of the answer to questions

This role would suit someone interested in the arts, in Charleston and the Bloomsbury group, or someone who is looking for practical experience in the museum sector.

## TRAINING AND SUPPORT:

In addition to Charleston's Volunteer Induction and information pack, you will receive a role-specific induction on your first day of volunteering. Further opportunities for relevant training and development will be regularly offered throughout the season.

The Visitor Experience Team are also on hand to help with questions and provide support wherever needed.

## APPLY:

To apply please complete your application form and return to [volunteer@charleston.org.uk](mailto:volunteer@charleston.org.uk) or post to Volunteer Applications, The Charleston Trust, Charleston, Firle, Lewes, BN8 6LL. If you

# ◆ CHARLESTON ◆

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would like to discuss your interest informally we welcome all enquiries. Please call Milly Clark on 01323 815 148.