

VOLUNTEER ADMINISTRATION ASSISTANT

Statement of purpose:

All volunteer roles must actively support the museum’s mission in the interpretation and care of Egyptian Archaeological material and related documentation for the education and entertainment of the public. They will do this by actively practising the three core roles of the museum in any role they undertake: **Preservation of the collection; Education and Widening participation.**

Responsible to: The Volunteer Manger

Role Purpose: To assist the Volunteer Manager and other staff in day to day basic administrative tasks.

Criteria to be completed prior to role being attained:

- ***20 hour induction –to include the completion of the following:***
- Health, safety and safeguarding training (induction)
- Administrative induction (3 hour induction training with VM)
- Customer Care 1 (30 min staff workshop)
- Gallery Tour 1 (staff or designated peer)

Key duties and Responsibilities	Outcome Expected
<i>Visitor and customer care (core job)</i>	<i>Questions answered to make the Museum more enjoyable for visitors.</i>
<i>Gallery maintenance (Core job)</i>	<i>The museum, collection, visitors and staff are safe and secure.</i>
Using databases and spreadsheets	Update of databases and spreadsheets, collating data.
Managing the volunteer diary	Volunteer diary is kept updated
Filing	Basic filing and shredding
Co-ordinating mail outs	Mass mail outs are posted on time.
Signposting	To ensure visitors visit both galleries and get questions answered effectively, particularly using the telephone.

Skills Required

- Communication Skills
- Understand and follow procedures
- Basic Numeracy
- Confidentiality
- Professional
- Willingness to learn and develop independently
- Reliable
- Positive manner
- Computer literate

This role is subject to a confidentiality clause, and a fully enhanced CRB.