



Littlehampton Museum

The Manor House
Church Street
Littlehampton
BN17 5EW

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01903 738100

Museum Front of House Volunteer Role Profile

Littlehampton Museum is looking for people to join its front of house team.

What's in it for you:

You would be joining Littlehampton Museum at a very exciting time, as our 3-year project 'Transforming Littlehampton Museum' gets fully under way. This means a busy year ahead, with new exhibitions, community events and project-related days to look forward to.

Volunteering with us you will:

- Meet new people and become part of a fun and friendly team
- Learn about the history of Littlehampton, the Museum and its collections
- Have the chance to learn and develop skills in the museum sector and in a customer facing role

What does the role involve?

Your role will be to provide a reception service for the Museum. This will include tasks such as:

- Welcoming our visitors
- Recording visitor numbers
- Selling items from our small shop
- Keeping reception and the shop tidy
- Answering the phone
- Answering Museum enquiries, any questions about the Museum and its collections
- Assisting school groups – welcoming, emergency evacuation procedures, directing to toilets, answering enquiries etc.
- Undertaking tasks to support museum activity such as
 - completing museum collections documentation, and/or administration
 - Assisting with exhibitions/events when required
- Monitoring the CCTV, including the Museum rooms and car parks, and alerting staff to any concerns

- To understand and implement the fire evacuation procedure with primary regard to visitor and personal safety
- Signing in 'behind the scenes' visitors and contractors (Museum and Littlehampton Town Council), contacting officers in Manor House to inform them of visitors.
- Direct Council enquiries to relevant Council department/location/officer
- Dealing with post and deliveries to Manor House
- Providing directions to the banking hub and answering broader tourism enquiries

This role will suit people who:

- Are aged 16 and over
- Have an interest in Littlehampton, its heritage and the Museum
- Are interested in a customer facing role
- Are self-motivated, able to work independently and as part of a team
- Have excellent interpersonal and communication skills
- Have front of house and/or museum experience (preferable but not essential)
- Have good literacy and numeracy skills
- Are proficient in cash handling (preferable)
- Are reliable and have punctual timekeeping skills

Frequency and Location:

Ideally, you will be willing to commit 2 hours a week, but Littlehampton Museum are happy for you to give as much time as you are willing to. This can be discussed with the Museum Team prior to starting, and at any time throughout your time as a volunteer.

The Museum is currently open Monday to Friday (9am to 4:30pm) and Saturdays (10:30am to 4:30pm). Therefore, the possible volunteering slots are as follows:

Monday	9am-11am	11am-1pm	1pm-3pm	3pm-4:30pm
Tuesday	9am-11am	11am-1pm	1pm-3pm	3pm-4:30pm
Wednesday	9am-11am	11am-1pm	1pm-3pm	3pm-4:30pm
Thursday	9am-11am	11am-1pm	1pm-3pm	3pm-4:30pm
Friday	9am-11am	11am-1pm	1pm-3pm	3pm-4:30pm
Saturday	10:30am-12:30pm	12:30pm-2:30pm	2:30pm-4:30pm	N/A

We are more than happy for volunteers to do more than one slot a week. The role location is at Littlehampton Museum, Manor House, Church Street, Littlehampton. BN17 5EW.

Induction, training and support.

There is an induction procedure as part of becoming a volunteer with the Littlehampton Museum.

You will be given full training to enable you to complete your role.

You will be supervised in your role by a nominated member of the Museum Team, who is responsible for your day-to-day volunteering needs and will be available to help you in your volunteering journey.

About the Museum: Over the past 150 years Littlehampton has transformed into a bustling seaside tourism town, and its town museum tells the story of Littlehampton itself, as well as the surrounding villages which make up this picturesque region of Sussex. Admission and helpful advice is free, and the Museum enjoys a delightful situation at the top of the historic high street, in the beautiful Grade II listed Manor House, which it shares with Littlehampton Town Council. Visitors can enjoy exploring the permanent galleries, where they can see a wealth of extraordinary Bronze Age, Iron Age and Roman archaeology, beautiful fossils found in the region, and discover the story behind the town's journey from Roman settlement through to the prosperous Victorian era and the present day leisure haven.

To apply: Please complete an application form and return to the Museum reception or email to museum@littlehampton-tc.gov.uk . We will assess your application and may invite you for an interview at the Museum to discuss your application further.