

Volunteers

Our volunteers come from all walks of life; some are retired, some just wanting a challenge or to meet new people. They all have one thing in common though - a commitment to making sure every visitor has the best experience at the Anson Engine Museum.

Volunteers get involved in everything from restoring engines, caring for the exhibits, maintaining and cleaning the buildings to helping with events or carrying out research. If you have a skill, we can use it!

In return you get a fantastic learning experience and the knowledge that you are helping the Museum to develop into the future.

To help us balance the help offered with the priorities needed at the museum we ask that potential volunteers complete a short application form and send it to our Volunteer Coordinator. After he has had the opportunity to see how your skills might fit with our current needs he will contact you to discuss possible next steps.

Peter Wood, our Volunteer Co-ordinator, explains “As well as the 1001 jobs in and around the museum, we also know how to enjoy ourselves. Last years extra mural activities included a visit to see the world’s biggest working steam engine at Ellan Road. Another trip was to a mill at Haslingden, one to Markham Grange near Doncaster and another to Wortley Top Forge. We finished the year with a “Christmas Do” off the museum site when 16 of us, carrying logs for the fire, descended on the Boars Head Inn for a festive lunch.



“The next frivolity was Shrove Tuesday when Trevor surprised us all setting up a makeshift kitchen in the workshop and supplying us all with pancakes. This proved so successful that the following week Barry and Graham helped Trevor to knock up homemade stew to relieve everybody from the icy cold weather.

“Also in February we went to Tamworth to present an instruction manual to Graham Lee who is restoring a 1924 “Mirrlees” air blast injection engine to full working order. By prior arrangement Grahams works manager, Chris Lytham, had invited us to see their workshop before going on to see the engine.

“Another trip out was to Churnet Valley Railway where we rode the steam engine up and down the line then stopped off for a great pub lunch.

“You will see from the foregoing that when you become a helper at the Anson Engine Museum you are joining a happy and active gang.”

NB We currently only have a need for front of house volunteers. March 2011

See last page for details.

HELP WANTED



The museum is run entirely by volunteers. We ask that all our volunteers become a member of the "Friends" as this helps us update you on a regular basis on special events, etc.

Many members enjoy giving practical support to the museum by undertaking a range of essential tasks on site as well as supporting events, research and promotion. Jobs range from specific projects, through helping at events, to general maintenance on engines, cleaning and caring for the site, to committed, careful work in the Museum Archives. Others find it just as rewarding, or a change, to help with other essential tasks in staffing the cafe or car park or guiding visitors around the site.

We are always happy to hear from potential volunteers but not every category of help is needed at all times. If you feel able and willing to help, please complete the details below and someone will contact you soon to discuss our recruitment process. Please complete both sides of this form.

Many thanks

Peter Wood, Volunteer Co-ordinator

FORENAME SURNAME

ADDRESS

..... POST CODE

Telephone AGE if under 21

Email **NB this is our preferred way of keeping in touch**

I am a member of the "Friends" Yes / No Date

Please note The Anson Engine Museum will not pass or sell your details to anyone else

Type of help required	I am willing to help with this	I have previous experience	Any Additional Comments
Run the café/shop/reception			
General help with maintenance/cleaning of buildings & gardens			
Clean or maintain engines			
Building / construction work			
Knowledge of engines and willing to talk/explain to visitors			
Car park help for "open days"			
Qualified First Aider			
Fundraising			
Writing press releases			
Other ... please specify			
Other ... please specify			

Volunteer Assessment Sheet

Volunteer Name :- _____

✓ Years

•	Workshop	-	Hand Tools	<input type="checkbox"/>	<input type="checkbox"/>
			- Lathe	<input type="checkbox"/>	<input type="checkbox"/>
			- Drill	<input type="checkbox"/>	<input type="checkbox"/>
			- Milling M/C	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
•	Portable Tools	-	Standard	<input type="checkbox"/>	<input type="checkbox"/>
			- Grinder	<input type="checkbox"/>	<input type="checkbox"/>
			- Strimer	<input type="checkbox"/>	<input type="checkbox"/>
			- Chain Saw	<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
Welding	-	Gas		<input type="checkbox"/>	<input type="checkbox"/>
		Electric		<input type="checkbox"/>	<input type="checkbox"/>
Abrasive Wheels	-	Use		<input type="checkbox"/>	<input type="checkbox"/>
		Certificate to Change		<input type="checkbox"/>	<input type="checkbox"/>
Lifting Equipment	-	Use of Slings, Chains, etc.		<input type="checkbox"/>	<input type="checkbox"/>
		Certificate		<input type="checkbox"/>	<input type="checkbox"/>
		- Type:	_____	<input type="checkbox"/>	<input type="checkbox"/>
		- Crane		<input type="checkbox"/>	<input type="checkbox"/>
Forklift	-	Use		<input type="checkbox"/>	<input type="checkbox"/>
		Training		<input type="checkbox"/>	<input type="checkbox"/>
Office /Admin	-	Training	Specify		
		Experience	Specify		

Other relevant Training / Experience

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AVAILABILITY
Which days would you like to volunteer? (please tick) NB we may not be able to accommodate the days you prefer to work. We are open to the public every weekend so need front of house staff, car park help, etc those days.
Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday <input type="checkbox"/> Thursday <input type="checkbox"/> Friday <input type="checkbox"/> Saturday <input type="checkbox"/> Sunday <input type="checkbox"/> Bank Holidays <input type="checkbox"/>
How many hours per day can you give?
Would you come in to help with special events?

Front Desk Assistant

Thank you for considering becoming one of our volunteers and working at our front desk. We hope you find it an interesting and rewarding experience. Here are some notes that might help.

Without visitors, the museum will cease to operate. It is important we have a wide range of engines, changing local history exhibitions and interesting artefacts but, without visitors there will be no museum. For this reason we put visitors first in our thinking. Providing good quality facilities and exhibits and ensuring they receive an excellent visitor experience. The receptionist/front desk assistant is an ambassador for the museum and as the first and last point of contact, is key to how visitors view the museum. The role also involves handling tickets/money and providing good level of care for shop/café customers.

The museum is a member of various Tourist Bodies and is VAQAS registered (Visitor Attraction Quality Assurance Service) which means we can be inspected at any time to check on our standards and level of care given to visitors. The receptionist is key to us meeting and maintaining those standards. During your training you will be shown the VAQAS standards and will see how vital your role is in the inspection process.

As there is a café element to the museum we are also open to inspection from Environmental Health who will be looking for compliance with Food Hygiene regulations. We only sell pre-wrapped items and do not wash cups, spoons, etc so no-one is actually handling food. The café area must be scrupulously clean at all times. If other volunteers are using the sink area ensure they clean up after themselves and wipe down the benches. Normally volunteers should take their breaks/lunch in the workshop not the café area.

To help people with disabilities we keep a notepad and pen at the front desk and have large print versions of our guide available. The entrance doors can be opened wide to help with wheelchair/scooter access. Please be mindful of people's dignity and be helpful at all times to accommodate their needs. A wheelchair is available for visitors and seats are around the museum to allow people to have a rest. A motorised scooter is also available – ask about its use.

This leaflet gives an overview of what is required from anyone carrying out this role and further support and training will be given by the Trustees and nominated trainers. Additionally, the Volunteers Handbook details the ways of working we expect from all our volunteers and outlines our commitment to you. If you have not already read the Volunteers Handbook please ask to see a copy.

Time commitment: Weekends, occasional evenings for group visits. You will be part of a rota so will need to attend for times agreed. Usual day 09:45 – 17:30 but will consider job share hours. The museum is open from Easter until end of October.

Skills required:

Good level customer care, ability to handle money, interpersonal awareness, front of house skill. Enthusiasm, reliability, team spirit and commitment are important qualities in all our volunteers.

Skills you are likely to develop in the role include: customer care, knowledge of the museum, merchandising, handling stock.

Dress Code: Volunteers who work front of house are expected to wear the green workwear with the museum logo (this is part of our registration to the Visitors Charter). These are provided for volunteers working in these areas. There is a standard of dress code that applies to anyone wearing our logo clothing which will be explained during training and is set out in the Volunteers Handbook.