

Role Description Event Steward Volunteer

Summary:

Do you enjoy engaging with people and working in a dynamic environment as part of a friendly and supportive team?

We are looking for volunteers with commitment, enthusiasm and an interest in engaging museum collections to support us in delivering heritage events across London.

When: Various weekend dates throughout the year

Where: London Transport Museum (Covent Garden) & London Transport Museum Depot (Acton) and various locations across the London area

Department: Visitor Services

Reporting to: Volunteer Resource Coordinator

Minimum age for the role: 14 and over

What the role entails:

As a **volunteer event steward** with London Transport Museum you will be:

- Working directly with the public, Museum staff and volunteers to deliver professional and friendly customer service
- Supervising the bus collection and other features on site
- Interpreting the buses to enthusiastic visitors
- Working with a team of volunteers and staff to manage the visitor flow through the site
- Welcoming visitors to the event and providing information on site activities



Who we are looking for:

- Good communication skills
- Friendly, enthusiastic and approachable
- Some experience or a strong interest in working with families and children
- Ability to interact with people from different ages and backgrounds
- A willingness to get involved in a range of activities at an event

What you get in return:

- Training and continual professional development
- New skills and greater confidence
- Experience in working with different audience groups in a museum setting
- Help with your future career prospects
- Being part of a great volunteer team improving the experience for our visitors
- Reimbursed travel and meal expenses up to set daily amounts as stated in the Expenses policy
- A monthly London Transport Museum volunteer newsletter
- There will be opportunities to continue volunteering in the future and to get involved with other aspects of Museum life

At London Transport Museum, we believe that the welfare of children and vulnerable adults is paramount. We will ensure that all children and vulnerable adults who engage with our services are safe and protected. Our commitment to safeguarding excellence can be seen through how we train and support all our staff and volunteers, and how any concerns about the safety of children and vulnerable adults are managed.

