



Volunteer Policy

1 Introduction

This policy is to set out a framework for volunteers and Chester Beatty staff, in a mutually supportive and complementary manner. A volunteer is an individual who, beyond the confines of paid employment and normal responsibilities, contributes time and service to assist the Chester Beatty in the accomplishment of its mission. This policy supports the staff and volunteers within the Chester Beatty site and at remote locations when the primary event is supported by the museum.

This policy is intended to aid the museum in engaging with volunteers while remaining compliant with General Data Protection Regulation (GDPR), and supporting the museum's *Child Protection and Welfare Policy*, *National Vetting Bureau Act (2016)* and *Charities Act (2009)*.

2 Scope

This policy relates to adults (over 18 years of age) who choose to volunteer in the Chester Beatty. The purpose of this policy is to:

- Provide clear guidelines for staff and volunteers on how to involve volunteers
- Cover the rights and responsibilities of volunteers
- Outline expectations
- Explain management/supervision systems and operating standards

The purpose of this document is to provide guidance on all aspects of volunteering at the Chester Beatty and does not constitute a contract of any kind. The procedures apply to all volunteers who undertake tasks on behalf of and under the direction of the Chester Beatty. The Volunteer Coordinator is responsible for ensuring that the policy and procedures in this document are properly implemented, and all staff and volunteers are expected to facilitate this process. Changes to this policy are subject to ratification by the Board of Trustees, which has final responsibility for the policy, and reserves the right to amend this policy in any way and at any time. Matters in areas not specifically covered by the policy shall be decided by the Volunteer Coordinator in consultation with Chester Beatty management.

All policies and practices pertaining to volunteers will be fully documented and clearly communicated to volunteers and staff. Any questions volunteers may have regarding policies or their interpretation should be directed to the Volunteer Coordinator.

The aims of the volunteer programme are to:

- Involve volunteers in our mission to ensure that the goals of the museum are met.
- Provide assistance in bringing the services of the museum to the general public.
- Enhance contact with the local community we serve.

3 Role of the Volunteer

The diverse range of departments and areas of work that volunteers can undertake at the Chester Beatty may include:

Working with the Chester Beatty Collections and departments such as Education and Learning, Visitor Services, Gift Shop, and Conservation. See Appendix 4: *Volunteer Role Descriptions*.

4 Supervision and Support for Volunteers

The following provide a support structure to facilitate both effective communication and work between volunteers and Chester Beatty staff:

- The Volunteer Coordinator is a member of Chester Beatty staff who will be responsible for administering and supervising work programmes for volunteers.
- The Line Manager is the most senior member of Chester Beatty staff in the area where the volunteer is working.

5 Principles for Involving Volunteers

The Volunteer Policy is organised by the following principles:

- The Chester Beatty will ensure that volunteers are properly integrated into the organisation.
- The Chester Beatty does not aim to introduce volunteers to replace paid staff but rather to complement and enhance their work.
- The Chester Beatty expects that staff at all levels will work positively with volunteers.

6 Eligibility

- The Chester Beatty accepts the service of all volunteers with the understanding that such service is at the museum's discretion and those individuals must demonstrate a commitment to the mission of the museum.
- No person who has a conflict of interest with any aspect of the museum will be accepted as a volunteer.
- Volunteers agree that the Chester Beatty may at any time, for whatever reason, decide to terminate the volunteer's relationship with the museum.

- Children under the age of 18 years are not permitted to volunteer in compliance with the *Chester Beatty Child Protection and Welfare Policy*.

7 Code of Conduct for Volunteers

The purpose of the *Code of Conduct for Volunteers* is to set out standards of behaviour expected from volunteers of Chester Beatty. All volunteers should ensure that they have read and comply with this Code of Conduct. See Appendix 1: *Chester Beatty Code of Conduct for Volunteers*.

8 Policies and Procedures

8.1 Chester Beatty Volunteer Recruitment Procedures

Volunteers shall be recruited by the Chester Beatty on a pro-active basis, with the intention of broadening and expanding the volunteer involvement of the community. Volunteers shall be recruited in accordance with the Chester Beatty's equal opportunities policy. See Appendix 2: *Chester Beatty Volunteer Recruitment Procedures*.

All recruited volunteers are required to sign the *Chester Beatty Volunteer Agreement* which outlines the role and responsibilities of volunteers. See Appendix 3: *Chester Beatty Volunteer Agreement*.

8.2 Rights and Responsibilities

Volunteers shall have the right to be treated as equal co-workers, the right to effective supervision, the right to full involvement and participation and the right to recognition for work done. In return, volunteers are subject to all museum policies and procedures where applicable.

8.3 For Further Information please see:

- *Chester Beatty Child Protection and Welfare Policy*
- *Chester Beatty Data Protection Policy*
- *Chester Beatty Health and Safety Policy*
- *Chester Beatty Customer Service and Action Plan*
- *Chester Beatty Protected Disclosures Procedure*

9 Maintenance of Records

A system of records is maintained on all volunteers, including dates and times of service, duties performed, evaluation of work, etc. Volunteer records are accorded the same confidentiality as staff records.

10 List of Appendices:

- Appendix 1: *Chester Beatty Code of Conduct for Volunteers*
- Appendix 2: *Chester Beatty Volunteer Recruitment Procedures*
- Appendix 3: *Chester Beatty Volunteer Agreement*
- Appendix 4: *Volunteer Role Descriptions*

11 Approval/Revision History

This Volunteer Policy is version 2.0, formally approved by the Trustees on 5 February 2020. This policy will be reviewed on an annual basis by the Head of Education and a full revision will take place every 5 years.

Date	Revision Description	Rev. Change
05/02/2020	The policy was approved by the Board of Trustees, following a full revision.	2.0

Appendix 1: Code of Conduct for Volunteers

The purpose of the *Code of Conduct for Volunteers* is to set out standards of behaviour expected from volunteers of Chester Beatty. All volunteers should ensure that they have read and comply with this *Code of Conduct*.

Volunteers should maintain the highest standards of behaviour in the performance of their duties by:

- Performing their volunteer role to the best of their ability in a safe, efficient and competent way;
- Following the Chester Beatty's policies and procedures as well as any instructions or directions reasonably given to them;
- Acting honestly, responsibly and with integrity;
- Treating others with fairness, equality, dignity and respect;
- Raising concerns with the Volunteer Coordinator or via the Chester Beatty Protected Disclosures Procedure about possible wrongdoing witnessed by the volunteer in the course of the volunteer's role with Chester Beatty;
- Meeting time and task commitments and providing sufficient notice when they will not be available so that alternative arrangements can be made;
- Acting in a way that is in line with the purpose and values of the Chester Beatty and that enhances the work of the museum;
- Communicating respectfully and honestly at all times;
- Observing safety procedures, including any obligations concerning the safety, health and welfare of other people in line with training provided to volunteers;
- Reporting any health and safety concerns;
- Directing any questions regarding Chester Beatty's policies, procedures, support or supervision to the Volunteer Coordinator;
- Addressing any issues or difficulties about any aspect of their role or how they are managed in line with the Volunteer Coordinator;
- Declaring any interests that may conflict with their role or the work of the museum (e.g. business interests or employment). If any doubt arises as to what constitutes a conflict of interest, volunteers may seek guidance from the Volunteer Coordinator;
- Keeping confidential matters confidential;
- Exercising caution and care with any documents, material or devices, containing confidential information and at the end of their involvement with Chester Beatty's returning any such documents, material in their possession;
- Seeking authorisation before communicating externally on behalf of Chester Beatty;
- Maintaining an appropriate standard of dress and personal hygiene;
- Disclosing the fact that they have been charged with, or convicted of a criminal offence by prosecuting authorities (or given the benefit of the Probation of Offenders Act 1907 as amended) to HR. For the avoidance of doubt, volunteers are not required to disclose the fact or details of 'spent convictions' under the Criminal Justice (Spent Convictions and Certain Disclosures) Act 2016 (as amended) to Chester Beatty.

Volunteers are expected NOT to:

- Bring the Chester Beatty into disrepute (including through the use of email, social media and other internet sites, engaging with media etc.);
- Seek or accept any gifts, rewards, benefits or hospitality in the course of their role;
- Engage in any activity that may cause physical or mental harm or distress to another person (such as verbal abuse, physical abuse, assault, bullying, or discrimination or harassment on the grounds of gender, civil status, family status, sexual orientation, religion, age, disability, race or membership of the Traveller community);
- Be affected by alcohol, drugs, or medication which will affect their abilities to carry out their duties and responsibilities while volunteering;
- Provide a false or misleading statement, declaration, document, record or claim in respect of Chester Beatty, its volunteers, employees or charity trustees;
- Engage in any activity that may damage property;
- Take unauthorised possession of property that does not belong to them.
- Engage in illegal activity while carrying out their role.
- Improperly disclose, during or after their involvement with Chester Beatty ends, confidential information gained in the course of their role with Chester Beatty.

Where a volunteer is found to be in breach of the standards outlined in this *Code of Conduct* or any of Chester Beatty's other policies and procedures this may result in the volunteer's position being terminated. Notwithstanding the foregoing, volunteers should note that Chester Beatty may terminate a volunteer's position without cause.

Volunteers acknowledge that no employment relationship is created in the context of their role with Chester Beatty

The Board of Trustees will review the *Code of Conduct for Volunteers* at 5-year intervals or as appropriate. The Volunteer Coordinator is responsible for ensuring that this policy is implemented effectively. All other staff and volunteers, including charity trustees, are expected to facilitate this process.

Signed

Name

Date

Appendix 2: Volunteer Recruitment Policy

1 Policy Statement

Volunteers play a particularly important role in the work of Chester Beatty. The museum therefore recognises that it is crucial that it attracts volunteers to the organisation to help it achieve its charitable purpose and associated goals

The Chester Beatty seeks to provide appropriate support and supervision to allow volunteers to realise their full potential in their role, and values the significant contributions that volunteers make to the aims and objectives of Chester Beatty. The museum is committed to compliance with all relevant legislative obligations relating to the environment in which volunteers carry out their role.

2 Eligibility

Generally, Chester Beatty will consider involving anyone who wishes to volunteer with the museum. However, prospective volunteers must demonstrate a commitment to the aims of Chester Beatty and their availability as volunteers must align with the needs of Chester Beatty.

The Chester Beatty provides a volunteer recruitment process, which is free from any unlawful discrimination.

For some volunteer roles, specific selection criteria may apply to determine the suitability of a volunteer candidate to a particular role. In addition, selection criteria may become relevant where there are more applicants for a particular volunteer role than positions available. Selection criteria are based on the relevant skills, qualifications and experience of volunteer candidates.

3 Recruitment and Selection

Depending on the role to be filled, the recruitment and selection process may be carried out on a case-by-case basis or, if a larger recruitment competition is required, may include some or all of the following stages:

- Preparing a Volunteer Role Description;
- Preparing and placing a volunteer recruitment advertisement;
- Agreeing selection criteria;
- Meeting volunteer candidates, collectively or individually, to discuss the nature and expectations of the volunteer role;
- Shortlisting applicants against agreed selection criteria;
- Notifying interview candidates and unsuccessful applicants;
- Interviewing of candidate volunteers by a suitably briefed interview panel;
- Assessing candidates against agreed selection criteria;
- Offering a volunteer role to the successful candidate(s);
- Notifying unsuccessful candidates;
- Verifying relevant educational qualifications of successful candidate(s);
- Checking employment or other references with referees nominated by a successful volunteer candidate;

- Issuing a volunteer agreement for the volunteer's signature;
- Completion of Garda vetting (if applicable);
- Providing interview feedback to unsuccessful candidates who request it.

4 Confidentiality and Data Protection

Chester Beatty respects the right to privacy and confidentiality of our volunteers and prospective volunteers.

Chester Beatty may from time to time in the course of administering its business, and exercising its legal rights and performing its legal obligations in connection with the recruitment of volunteers, need to process both personal data and special categories of personal data (including, for example, information relating to health). Chester Beatty will process such data in accordance with the applicable data protection legislation including the General Data Protection Regulation and implementing legislation. Further details in relation to what personal data is collected in relation to volunteers or prospective volunteers, and the purposes for which such data may be used are set out in Chester Beatty's data protection policy, (which may be amended or updated from time to time).

5 Reference Checks

Reference checks and any verification of educational qualifications, which involves contact with third parties will only take place once Chester Beatty forms a clear view that it would like to recruit a candidate volunteer. Chester Beatty will always request the permission of the candidate volunteer in advance of checking references or qualifications. Reference checks for every candidate volunteer are carried out in the same way. It is the policy of Chester Beatty to seek 2 references, preferably from separate sources e.g. academic, employment, volunteering etc.

6 Training and Development

Before a volunteer commences their role, they will be invited to an induction. As part of their induction, the volunteer will be provided with a detailed Volunteer Role Description. The Volunteer Role Description specifies the responsibilities and tasks involved in the volunteer's role, Chester Beatty's expectation as to the manner in which these responsibilities and tasks will be carried out and any other relevant information applicable to the role. The volunteer will have an opportunity to voice any queries they may have about their role. In addition, the volunteer will be provided with information about:

- The vision, mission and organisational structure of Chester Beatty;
- How their role fits within the broader purpose of Chester Beatty;
- The supports available to volunteers in Chester Beatty including key contacts, information about the volunteer's supervisor/line manager and communication channels within Chester Beatty;
- The type of commitment expected of volunteers;
- The space, equipment and facilities necessary for the volunteer to carry out their role;
- Health and safety, including any applicable risk assessments in respect of the volunteer's role;

- Chester Beatty's *Code of Conduct for Volunteers*;
- Any other relevant policies and procedures of Chester Beatty;

An appropriate level of training is offered to all volunteers to enable them to fulfil their role as effectively as possible.

7 Trial Period

A trial period may be set in respect of volunteer roles to ensure both the volunteer and Chester Beatty are satisfied with the volunteering arrangement. The duration of the trial period is dependent on the nature and hours of the volunteer role.

8 Support and Supervision

Volunteers have access to support and supervision during their trial period and throughout their volunteering period. Difficulties that arise will be dealt with in a fair, open and efficient way. All volunteers should contact the Volunteer Coordinator if they have any questions about their role or if any difficulties arise in the course of carrying out their role.

9 Expenses

Volunteers may be reimbursed for expenses incurred, in line with the Chester Beatty's policies and procedures and by prior arrangement only.

Volunteers may be eligible for reimbursement of pre-approved expenses incurred while fulfilling assigned duties. The following items may be reimbursable, when approved in advance by the Volunteer Coordinator;

- The Chester Beatty shall offer to reimburse lunch expenses for volunteers working more than four hours per day. Expenses shall be to the cost of €15 from the Silk Road Café in the Main Hall. Volunteers should ask the restaurant to put the charge on the volunteer account.
- Travel expenses as per the public sector motor travel rates circular, or the cost of public transportation for travel to/from assignment.
- Parking Expenses.

10 Working Times

Working times are negotiated between the Volunteer Coordinator and the volunteer. They are as flexible as the tasks allow. Voluntary time commitment is never expected to match that of full-time paid staff, but unscheduled absences can create organisational problems. When expecting to be absent, volunteers should inform their supervisor as soon as possible, so that alternative arrangements can be made.

11 Identification

Volunteers will wear volunteer identification badges while engaged in the business of the Chester Beatty and on the museum's premises.

12 Exit Interviews

Where possible, informal exit interviews are held with any volunteers who are leaving the Chester Beatty. The interview should ascertain why the volunteer is leaving the position; how they found the volunteering experience and suggestions they may have for improving how the volunteer programme operates. The offer of a personal reference for future employment etc. is made to each volunteer.

Appendix 3: Volunteer Agreements

3.1. Guides



VOLUNTEER AGREEMENT FOR GUIDES

The Chester Beatty agrees to provide:

- Specialised training in specific areas of assignment
- Continuous learning on the museum and its Collection
- Discounts in the Chester Beatty Gift Shop and Silk Road Café
- The experience of working in a rewarding position
- The option to volunteer in a variety of different opportunities

The Chester Beatty Volunteer agrees to:

- Participate in appropriate trainings as scheduled
- Work minimum of two four-hours shifts a month (two one-hour shifts per month for Tour Guides)
- Interact in a warm and courteous manner with the museum's visitors and staff
- Find a replacement if unable to work scheduled shift
- Honour your agreed time commitment and arrive before scheduled shift
- Report any problems, and feedback and suggestions to the Education Officer
- Consider as confidential all information that may be heard directly or indirectly involving the museum and those you work with
- Wear ID badge at all times when conducting a tour or behind the scenes in staff areas

VOLUNTEER POLICY AGREEMENT

I HAVE received and read a copy of the *Health and Safety, Data Protection* and the *Volunteer Policy* drawn up by the Chester Beatty, and I AGREE to abide by these policies while working with the Chester Beatty as a VOLUNTEER.

I AGREE to work as part of the staff at the Chester Beatty, to comply with relevant and assignment-related instructions given by permanent staff members and those in position of responsibility and to ensure that my conduct towards staff, other volunteers and to the public is not detrimental to the reputation of the Chester Beatty.

Name: _____

Address _____

Telephone Number _____ Email: _____

Emergency Contact:

Name: _____ Telephone No: _____

CONSENT: Please indicate your consent by ticking each box.

- I hereby give my consent that the Chester Beatty can share my personal contact details with other Volunteers.
- I hereby give my consent that the Education Department of Chester Beatty can share my personal contact details with other departments within the Chester Beatty for relevant communications.
- I hereby give my consent that the Education Department of Chester Beatty can share my name and image for promotional purposes*.
- I understand that my CB card only allows me access to The Staff Room, The Reference Library and The Printing Room. Due to this policy change, Volunteers must make an appointment to visit any staff areas apart from the above, unless otherwise indicated.

Please Note: At no time are any Volunteers authorised to be in possession of any personal data under the control of the Chester Beatty, except where explicit consent has been given. Customer enquiry/order forms are to be securely stored and passed to the member of staff at your earliest convenience.

Signed: _____ Dated: _____

* By promotional purposes we understand website, social media postings and 'What's On' Guide. Any other promotional venues will be discussed with you in advance.

3.2. Retail Assistants, Visitor Services Representatives and all other Volunteers



VOLUNTEER AGREEMENT

For Retail Assistants, Visitor Service Representatives and all other Volunteers

The Chester Beatty agrees to provide:

- Specialised training in specific areas of assignment
- Continuous learning on the museum and its Collection
- Discounts in the Chester Beatty Gift Shop and Silk Road Café
- The experience of working in a rewarding position
- The option to volunteer in a variety of different opportunities

The Chester Beatty Volunteer agrees to:

- Participate in appropriate trainings as scheduled
- Work minimum of two - one hour shifts per month
- Interact in a warm and courteous manner with the museum visitors and staff
- Honour your agreed time commitment and arrive before scheduled shift
- Report any problems, and bring feedback and suggestions to the Volunteer Coordinator
- Consider as confidential all information that may be heard directly or indirectly involving the museum and those you work with
- Wear ID badge at all times when conducting a tour or behind the scenes in staff areas

VOLUNTEER POLICY AGREEMENT

I HAVE read a copy of the *Health and Safety, Data Protection, Child Protection & Welfare* and the *Volunteer Policy* drawn up by the Chester Beatty, and I AGREE to abide by these policies while working with the Chester Beatty as a VOLUNTEER.

I AGREE to work as part of the staff at the Chester Beatty, to comply with relevant and assignment-related instructions given by permanent staff members and those in a

position of responsibility and to ensure that my conduct towards staff, other volunteers and to the public is not detrimental to the reputation of the Chester Beatty.

Name: _____

Address _____

Telephone Number _____ Email: _____

Emergency Contact:

Name: _____ Telephone No: _____

CONSENT: Please indicate your consent by ticking each box.

- I hereby give my consent that the Chester Beatty can share my personal contact details with other Volunteers.
- I hereby give my consent that the Chester Beatty can share my name with the tour attendees for relevant communications.
- I hereby give my consent that the Education Department of Chester Beatty can share my personal contact details with other departments within the Chester Beatty for relevant communications.
- I hereby give my consent that the Education Department of Chester Beatty can share my name and image for promotional purposes.
- I hereby give my consent to publish my name for the purposes of scheduling of tours.
- I understand that my CB card only allows me access to The Staff Room, The Reference and The Printing Room. Due to this policy change, Volunteers must make an appointment to visit any staff areas apart from the above, unless otherwise indicated.

Please Note: At no time are any Volunteers authorised to be in possession of any personal data under the control of the Chester Beatty, except where explicit consent has been given.

Signed: _____ Dated: _____

* By promotional purposes we understand website, social media postings and 'What's On' Guide. Any other promotional venues will be discussed with you in advance.

Appendix 4: Volunteer Role Descriptors

4.1. Tour Guide



Position Title: Tour Guide

Description of Assignment:

The Chester Beatty Tour Guides are volunteers who present public tours and lectures on the museum's collections and special exhibitions to the many school groups, adults and special interest groups that visit the museum. Tours are structured around a 'theme' approach to present material in an easily accessible and interesting manner.

Responsibilities Include:

- Serving as a representative of the Chester Beatty presenting specialised tours and lectures to the general public, school groups and special interest groups;
- Interacting with the museum's visitors in a friendly and welcoming manner;
- Educating and informing those you instruct on the cultures, religions and themes represented in the Chester Beatty
- Participating in appropriate trainings as scheduled.

Training and Support Plan:

Tour Guides attend specialised training with the Chester Beatty Curators on the Collection and themed tours. In addition volunteers will receive an initial orientation to the Chester Beatty and its mission and continuous instruction to provide the information needed to perform their duties well. Volunteers will liaise with the Volunteer Coordinator who will provide supervision, support and direction and is available for consultation and assistance when necessary.

Time Commitment:

Tour Guides are asked to serve at least two hours every two weeks and to agree to work on a flexible schedule. An initial trial period of one month will be used to assess the success of the placement.

Qualifications Needed:

- Knowledge of or interest in learning about the subjects and cultures represented in the Collections
- The ability to facilitate, educate and work well with children, teenagers, adults, visitors with disabilities; and the elderly;
- Good communication skills
- The ability to bring personal insight and interpretation to tours;
- An understanding and commitment to the Chester Beatty's mission.

Benefits:

In addition to the training provided for tours, continuing education sessions are planned to provide volunteers with broad knowledge of the Chester Beatty.

The Chester Beatty endeavours to provide the support necessary to encourage and empower volunteers to make a meaningful contribution to the museum and to gain significant benefits from their voluntary work. Volunteers will meet a variety of new people and learn about the art and cultures represented in the Chester Beatty Collections.

Volunteers may be eligible for the reimbursement of pre-approved expenses incurred while fulfilling their assigned duties.

Discounts in the Chester Beatty Gift Shop and Silk Road Café.

4.2. Visitor Services Representative



Position Title: Visitor Services Representative

Description of Assignment:

Visitor Service Representatives are dedicated to providing service and information to all visitors to enhance the quality of their experience at the Chester Beatty. The Representatives shall staff the Visitor Services and Information Desk in the main entrance hall of the Chester Beatty.

Responsibilities Include:

- Providing information and details of programmes (i.e. demonstrations, talks, workshops, concerts) being held in the Chester Beatty on any particular day;
- Distributing free literature;
- Answering any questions or addressing any issues visitors may have;
- Providing the general public with information on the Gift Shop, Silk Road Café and other services offered by the Chester Beatty;
- Serving as a greeter to all visitors.

Training and Support Plan:

The Volunteer Programme offers an initial orientation to the Chester Beatty and its mission followed by step-by-step training in the tasks assigned. In addition volunteers will receive continuous instruction to provide the information needed to perform their duties well. Volunteers will liaise with the Volunteer Coordinator who will provide supervision, support and direction and is available for consultation and assistance when necessary.

Time Commitment:

Visitor Service Representatives are asked to serve at least two four-hour shifts per month. An initial trial period of one month will be used to assess the success of the placement.

Qualifications Needed:

- The ability to meet and talk to new people;
- Good customer service skills, being friendly and cheerful;
- The ability to identify and disseminate information when needed;
- Good time keeping skills.

Benefits:

In addition to the training provided for particular assignments, continuing education sessions are planned to provide volunteers with broad knowledge of the Chester Beatty.

The Chester Beatty endeavours to provide the support necessary to encourage and empower volunteers to make a meaningful contribution to the museum and to gain significant benefits from their voluntary work. Volunteers will meet a variety of new people and learn about the art and cultures represented in the Chester Beatty Collections.

Volunteers may be eligible for the reimbursement of pre-approved expenses incurred while fulfilling their assigned duties.

Discounts in the Chester Beatty Gift Shop and Silk Road Café.

4.3. Gift Shop Assistant



Position Title: Gift Shop Assistant

Description of Assignment:

The Chester Beatty Gift Shop stocks a wide variety of books, postcards, souvenirs and other unique items relating to the Chester Beatty Collections. The Gift Shop is an important source of revenue for the museum. Volunteer Shop Assistants will help the Gift Shop staff in serving the needs of customers, stocking shelves and occasional shop sales. This role is important as it represents the image of the Chester Beatty to the general public.

Responsibilities Include:

- Assisting Gift Shop staff in meeting the needs of the shop, including stocktaking;
- Greeting visitors and supply information on the shop and other museum services;
- Transacting occasional sales: If comfortable, the volunteer may be required to carry out the sales at the till. This would most likely be during lunch break cover when there is only one other shop staff member on duty.
- Providing customer service assistance;
- Helping with deliveries of goods – checking quantities, pricing, entering deliveries to the database;
- Reporting shortages & damages;
- General routine tasks that the manager can assign from time to time, e.g. posting out goods, delivering documents, admin duties.

Volunteers will not be involved in:

- Money handling in general including counting of floats, lodgements etc – except for the occasional sale at the till (see point 3 above.)
- Creating financial reports: daily, weekly, monthly reports;
- Creating stocktaking reports;
- Creating database, i.e. database of images used by the Shop;
- Ordering goods.

Training and Support Plan

The Volunteer Programme offers an initial orientation to the Chester Beatty and its mission followed by step-by-step training in the tasks assigned. In addition volunteers will receive continuous instruction to provide the information needed to perform their duties well. Volunteers will be assigned a supervisor, in this case the Gift Shop Manager and/or Assistant Gift Shop Manager, who will provide day to day

support and direction and is available for consultation and assistance when necessary.

Time Commitment

Volunteer Gift Shop Assistants are asked to serve at least two four-hour shifts per month – preferably one shift per week, including weekends. An initial trial period of one month will be used to assess the success of the placement. Volunteer Gift Shop Assistants might be asked to stay outside normal opening hours from time to time (10.00 – 17.00 Monday to Friday, 11.00 – 17.00 Saturday & 13.00 – 17.00 Sunday). This is to assist with special events, like Christmas Carols or Special Shopping Day for Museum Members. Volunteer Gift Shop Assistants will be given as much advance notification as possible and will have to agree to participate in the event.

Qualifications Needed

- The ability to work well with a variety of different types of people;
- Good customer service skills, being friendly and cheerful;
- The ability to identify and disseminate assistance and information when needed;
- Good time keeping skills;
- Previous experience in a similar position advantage, but not essential;
- Ideally, standard knowledge of common PC applications.

Benefits

In addition to the training provided for particular assignments, continuing education sessions are planned to provide volunteers with a broad knowledge of the Chester Beatty.

The Chester Beatty endeavours to provide the support necessary to encourage and empower volunteers to make a meaningful contribution to the museum and to gain significant benefits from their voluntary work. Volunteers will meet a variety of new people and learn about the art and cultures represented in the Chester Beatty Collections.

Volunteers may be eligible for reimbursement of pre-approved expenses incurred while fulfilling their assigned duties.

Discounts in the Chester Beatty Gift Shop and Silk Road Café.