

Volunteer Role Description	
Role	Steward
Commitment	Wed-Sun, once a week/fortnight/month, either 10-1pm or 1-4pm
Supervisor	Michelle Graabek, Activities & Interpretation Officer
Organisation Information	Turner's House in Twickenham, Sandycombe Lodge, was built by 1813 to the designs of England's great landscape painter, J.M.W. Turner, working here as his own architect to create a quiet retreat for himself, away from the pressures of the London art world. Opening to the public this summer, Turner's House is committed to extending access to the house and engaging people with both the heritage of the site and the wider story of Turner, through a high quality programme of learning and participation for people of all ages.
Purpose of role	<ul style="list-style-type: none"> • Provide a high quality, friendly and informative engagement with visitors • Advance education of the arts to the public through engagement with Sandycombe Lodge • Make Sandycombe Lodge accessible for as many people as possible
Tasks	<ul style="list-style-type: none"> • Provide a welcoming presence for visitors to Turner's House • Front of house, including tickets and gift shop • Take questions from visitors and answer as appropriate, or be able to direct them to the appropriate source of information • Provide assistance if required to customers with specific access requirements • To be vigilant at all times, with regard to the safety and security of visitors, colleagues and yourself and to alert staff of any problems quickly and clearly • Develop a good understanding of the history of Sandycombe Lodge and JMW Turner
Skills, Attitudes & Experience	<ul style="list-style-type: none"> • Interest in heritage • Willingness to learn • Good communication skills • Friendly and proactive character • Reliable • Basis IT skills
Support & Training	<ul style="list-style-type: none"> • Induction day • Full training on all aspects on the role • Includes training on our shop and ticketing system • Regular volunteer meetings • Regular update on organisation activities • Advice and guidance from activities and interpretation officer • Opportunities for further mentoring and training
Benefits to volunteer	<ul style="list-style-type: none"> • Become part of a friendly and dedicated team • Opportunity to develop new and existing skills • Opportunity to meet new people • Contribute to the valuable work of Turner's House in Twickenham • Gain experience working in the heritage industry
Application	Application Form & Informal Interview
Questions	Michelle Graabek, Activities & Interpretation Officer, learning@turnershouse.org



TURNER'S HOUSE LOTTERY FUNDED
TWICKENHAM

