

Volunteer Role Description	Volunteer Steward
Commitment	Wed-Sun, a two-hour shift between 12pm and 4pm, once a week/fortnight/month
Supervisor	Learning and Volunteers Officer
Organisation information	Turner's House Trust is committed to extending access to the house and engaging visitors with both the heritage of the site and the story of JMW Turner himself. We aim to illustrate his relationship to the local area which influenced many of his paintings. The House also offers a high quality programme of learning and participation activities for people of all ages.
Purpose of role	<ul style="list-style-type: none"> • Provide a high quality, friendly and informative engagement with visitors and be the welcoming face of Turner's House Trust • Support the development of visitors' understanding and appreciation of the arts 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 • Answer questions from visitors or direct them to an appropriate source of information • Provide assistance to visitors with specific access requirements, if needed • 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, JMW Turner and his art • Front of house duties, including issuing tickets, feedback forms and selling items from the gift shop • Set and unset the house for visitors
Required Skills	<ul style="list-style-type: none"> • Interest in art, architecture or heritage • Willingness to learn • Good communication skills • Friendly and proactive personality • Reliability • Experience of customer service desirable, but not required • Basic IT skills
Support & training	<ul style="list-style-type: none"> • Induction day • Full training on all aspects of the role and the heritage of the House, including training on our shop and the ticketing system • Regular volunteer information events • Regular updates on the wider activities of Turner's House Trust • Advice and guidance from the Learning and Volunteers Officer • Opportunities for further mentoring and training, eg through CVS Richmond
Benefits of volunteering	<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 • A programme of cultural trips and social events • Contribute to the valuable work of making Turner's House available to the public and developing interest in heritage in Twickenham • Gain experience working in the heritage industry
Application procedure	Application form Informal interview
Further information	Rita Pigionica, Learning and Volunteers Officer, learning@turnershouse.org

