



Shire Hall Volunteers

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Shire Hall, on High West Street in Dorchester, opened for visitors in May 2018 as a new Historic Courthouse Museum, with a café and shop.

Shire Hall was the Crown Court of Dorset from 1797 to 1955 and the original Georgian courtroom and underground cells have remained almost unchanged over the centuries. Visitors are able to experience the atmospheric court and cells and find out more about Shire Hall's past, including many stories of people from all parts of society whose lives were connected to the building and its work. As well as holding the fascinating stories of the ordinary people of Dorset, Shire Hall is also internationally renowned as the location for the trial of the Tolpuddle Martyrs in 1834 and is where Thomas Hardy served as a Magistrate, using his experiences in some of his best-known works.

We are looking for enthusiastic volunteers to join our Team to provide a memorable experience for our visitors of all ages.

As a volunteer at Shire Hall you will...

- Receive on-going training for your role
- Be supported in your volunteering
- Be part of an organisation with a respectful working environment
- Be part of a supportive team of volunteers and staff with regular team meetings
- Be able to join the social get-togethers and an annual trip out
- Be eligible for volunteering benefits including a discount in the Shire Hall shop and café
- Have the chance to develop your skills and experience

Visitor Services Volunteers

There are three parts to our Visitor Services Team (Front desk, Multimedia Guides & Courtroom). We aim to have people trained up in all three areas within the team to allow everyone to be flexible.

Front desk

As the first point of contact for visitors this is an exciting and varied role that will include:

- Being an ambassador for Shire Hall, encouraging people to visit
- Orientating visitors to ensure they all have an informative and enjoyable experience
- Selling tickets, handling money, using the till and promoting Gift Aid
- Having good product knowledge of the shop to proactively promote the retail offer
- Answering visitor questions or seeking advice where appropriate
- Signing in contractors and visitors to ensure everyone follows procedures

Multimedia Guides

This is a vital role to help visitors get the most out of their visit. Your role will include:

- Being an ambassador for Shire Hall, helping and supporting visitors to get the most out of their visit
- Distributing Multimedia Guides to visitors
- Setting the guides up and explaining to the visitors how to use them

Shire Hall Dorset, High West Street, Dorchester, Dorset, DT1 1UY

volunteering@shirehalldorset.org

For more info call us on 01305 261849

- Providing visitors with a quick introduction to the museum and how it works with the guide

Courtroom

This is an engaging and varied role that will include:

- Being an ambassador for Shire Hall, helping and supporting visitors to get the most out of their visit
- Proactively engage with visitors
- Having a good knowledge of Shire Hall past and present (information and training will be given)
- Answering visitor questions or seeking advice where appropriate
- Orientating visitors to ensure they all have an informative and enjoyable experience
- Ensuring the courtroom, cells and other areas of Shire Hall are supervised to facilitate safe visitor enjoyment
- Ensuring disabled visitors are oriented to accessible routes and able to access the visitor experience

Learning Team Volunteer

- This is an exciting and varied role that includes:
- Assisting the Learning Manager to plan, prepare, deliver and evaluate the learning programmes
- Assisting in and/or leading the delivery of the learning programme
- Setting out, maintaining and putting away learning programme activities and sessions
- Meeting, greeting and orienting visitors to ensure they all have an informative and enjoyable experience
- Answering visitor questions or seeking advice where appropriate
- Being an ambassador for Shire Hall, encouraging and helping people to get the most out of their visit

Special Events Volunteer

These events normally run in school holidays and bank holidays throughout the year. This is an exciting role that would include:

- Assisting the Learning Manager to prepare and deliver craft activities
- Setting out, maintaining and clearing away craft materials
- Meeting, greeting and orientating visitors to ensure they all have an informative and enjoyable experience
- Answering visitor questions or seeking advice where appropriate
- Being an ambassador for Shire Hall, encouraging and helping people to get the most out of their visit

Café Volunteer

The role includes the possibility of weekend, Bank Holiday and evening work.

- Operating kitchen equipment including the toaster, toastie griddle and the tea/coffee machine
- Taking customer orders, preparing food/beverages, and serving customers
- Clearing and cleaning tables
- Washing up, ensuring that food preparation, serving and dining areas are clean and hygienic
- Rotate stock and ensure that it is stored appropriately
- Reporting any maintenance or risks to the Café Manager
- Maintaining accurate records, including temperature records
- Adhere to the Health and Safety Policy and Procedure and the COSHH register at all times
- Undertake any training and development as appropriate