



## **Purbeck Mining Museum (PMM)**

### Visitor reception volunteers

#### **Visitor reception volunteers - Front of House (FOH) staff**

Purbeck Mining Museum, one of two museums within the Swanage Railway Trust, is dedicated to the history of the clay industry in Purbeck. We're located just behind Norden station, and form part of the Swanage Railway attraction, to visitors having a day out on the railway.

Our FOH volunteers meet and greet visitors to the museum at the museum's entrance, and help them learn more about clay mining and its associated narrow gauge railways. Visits to the museum are self-guided, but the FOH volunteer remains on hand to answer visitor questions and to hand out rewards to children completing any of the small activities we have available.

The FOH volunteer also helps visitors find the donation box and takes donations via contactless card if the visitor prefers. They will also open and close the museum, which includes putting out/bringing in advertising boards and unlocking the museum main building.

Our FOH volunteers enjoy meeting people and chatting with visitors. Specialist knowledge is not required, as new volunteers are provided with a full induction to the museum. However, at PMM, we aim to give all volunteers the chance to gain new skills and use existing ones, and in particular, to support volunteers with new ideas and suggestions for improving the visitor experience. In return, all volunteers can expect to be treated fairly and with respect, and will receive recognition and appreciation for their contribution.

The museum is open 11:00 - 16:00 Tues - Sun, so a full FOH volunteer turn is 10:30 - 16:30. However, half day turns are also possible. We welcome FOH volunteers who can help on a regular basis, especially weekends which are usually our busiest days. However, PMM can also accommodate FOH volunteers who can only manage irregular turns.

If this sounds good, please fill in the contact form

<https://purbeckminingmuseum.org/contact-us/> and we'll get back in touch to arrange a visit.