STROUD DISTRICT COUNCIL
www.stroud.gov.uk

PERSON SPECIFICATION

April 2026

Designation:	**Museum Volunteer Co-ordinator**
Grade:	**Stroud 3**
Responsible to:	**Front of House Manager**
Service Area:	**Cultural Services**
Post Number:	**CULXXXX**

ESSENTIAL CRITERIA

QUALIFICATIONS
Maths and English (GCSE grade 4 or above) or equivalent, or demonstrable equivalent experience

EXPERIENCE
- Experience in working with and organising volunteers or transferable experience working with people in a community, customer-facing, or support role
- Experience of working in ways that focus on each person's needs, preferences, and well-being
- Working in a busy, public facing environment
- Venue management or supervision

SKILLS & KNOWLEDGE
- Knowledge of volunteering good practice, strategy and policy
- Strong communication skills, verbal and written and ability to relate to people from diverse backgrounds
- Able to advocate for and support the contribution of volunteers
- An understanding of legislation and policy relating to vulnerable adults
- Understanding of data protection requirements and confidentiality
- Practical understanding of applicable health & safety
- Experience in using digital systems and tools (e.g. website, financial)
- Comfortable using digital tools (e.g. email, Microsoft Office, and web-based systems), or willing to develop these skills with support

PERSONAL ATTRIBUTES
- Committed to providing excellent customer service
- Able to work effectively in a busy public environment (with appropriate support and adjustments where needed)
- Positive and helpful approach (recognising people express this in different ways)
- Ability to prioritise issues based on risk/urgency
- A commitment to working to improve what we do
- Ability to manage own time and workload, and that of others
- Able to create and support the team working in positive way
- Able to manage and prioritise multiple tasks effectively
- Maintains a professional and welcoming approach when engaging with

others

OTHER

- We welcome applicants with lived experience of volunteering, community engagement, or barriers to participation.
- Committed to working for an employer that values equality, diversity and inclusion
- Able to work flexibly across museum opening hours and programme requirements, with reasonable adjustments considered where appropriate
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DESIRABLE CRITERIA

QUALIFICATIONS

- Education to at least A-Level standard or equivalent, or demonstrable equivalent experience
- NVQ or equivalent in first line management/ museum/heritage studies or a related field

EXPERIENCE

- Working in a museum or heritage setting within visitor services
- Developing or improving a service for the public
- Marketing a service or venue
- Cash handling and related administration

SKILLS & KNOWLEDGE

- Interest in local history, heritage, or community engagement Delivery of training
- Undertaking and reporting evaluation
- Operating an electronic point of sale (EPOS)
- Detailed Health & Safety knowledge
- Awareness of access & equal opportunities
- Can use social media and website editing tools (training provided where needed)

SDC VALUES & BEHAVIOURS

1. **Valuing our People**
   We expect you to genuinely value people by treating them with respect, fairness, and dignity. Show us that you are committed to fostering an inclusive work environment where everyone feels valued and empowered to contribute their unique skills and perspectives.

2. **Making a Difference**

We are seeking individuals who are passionate about public service and have a strong sense of social responsibility. Show us your commitment to positively impacting the lives of our residents and the wider community through your work. We want candidates who are dedicated to making a positive difference and contributing to the betterment of our society.

3. **Aiming High**
   We want you to demonstrate a proactive and forward-thinking mindset. Show us that you strive for excellence and continuously seek opportunities for growth and improvement. We value candidates who are willing to challenge the status quo, set ambitious goals, and pursue innovative solutions to achieve outstanding results.

4. **Being one Council**
   Collaboration, teamwork, and effective communication are essential to our success. Demonstrate your understanding of the value of working together towards shared goals. Show us that you can build positive relationships, work well in a team, and contribute to a harmonious and cohesive work environment.