

Front Desk & Gallery Assistant Volunteer Role Profile

This role involves welcoming visitors to the museum, checking them in for tours, providing general assistance to visitors and fellow volunteers on the day, supporting the front desk and selling items from the shop



Summary of the core role element:

Main Tasks:

- Welcome all visitors to The Bradford Police Museum and check them in for their tour.
- Assist with safety checks and briefing to ensure everyone has a safe and enjoyable visit.
- Hand out guidance materials and explain our facilities.
- Collect admission fees and sell stock from our shop to customers.
- Complete visitor and shop paperwork as instructed.
- Monitor the Museum's online ticket sales webpage for online bookings
- Monitoring and responding to queries to the Museum's box office email address.
- Assist with updating the museum's volunteer rota.
- Adhere to Museum policies including Equality and Diversity, Health and Safety and Safeguarding Policies for which training will be given.

Essential skills / competencies required:

- Over 18 Years of Age.
- Friendly and collaborative approach to work
- A can-do attitude and willingness to see a job through
- Numerate and able to operate card payment systems, or willing to be trained to use payment systems.
- Ability to use a computer and send emails.
- English language fluency: this role is customer facing and requires volunteers to be sufficiently proficient in English, so that they can communicate effectively with customers and fellow volunteers.
- Vigilance and an understanding of the need to keep visitors and exhibits safe.
- Trained or willing to undertake training in the 1-day Emergency First Aid at Work course. (The Museum will pay for this).
- Ability and commitment to volunteer on a regular basis.
- Willingness and ability to attend training and meetings.
- A commitment to working with all sections of the community and to providing additional support to those visitors who may need it.
- Enthusiasm for the museum and its aims.
- Person specification – desirable, but certainly not essential
- Previous experience in shop environment.
- Previous experience in a heritage or visitor attraction setting.

Contact us

Monday & Tuesday	Friday & Saturday
09:00 - 17:00	10:00 - 16:00
07597604215	07597604213

Centenary Square, Bradford, BD1 1SD

Open to the public every Friday & Saturday from 10:00 - 16:00



The Bradford Police Museum

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Time Commitment

Front of House volunteers are asked to select either a Friday or Saturday (or both if desired by the volunteer), to be confirmed in advance to the Museum Administrator. The museum is open from March to November each year, on Fridays and Saturdays, from 10:00am – 4pm. There are also occasional special events and evening pre booked Group Tours, that front of house volunteers can help with, if they would like to and are available.

Training & Support

All museum volunteers receive a museum orientation and overview of their role when they start volunteering with us. A full induction is provided upon completion of a mutually agreed trial period. Ongoing, role specific training is provided in-house. There are occasional additional opportunities to attend training provided by third parties, where required.

About The Bradford Police Museum...

The Bradford Police Museum is an award winning independent museum, accredited with Arts Council England and a registered charity based in City Hall, Centenary Square in the centre of Bradford. Voted one of the best small museums in the country by The Times in 2023 and Winner of TripAdvisor Travellers' Choice award 2022.

The Bradford Police Museum is a fascinating destination for anyone interested in the history of law enforcement. Located in the heart of Bradford, the museum showcases the evolution of policing in the city, from the early days of the watchmen to the modern police force. Visitors can explore the museum's extensive collection of artifacts, including uniforms weapons, and vehicles, and learn about the brave men and women who served in the Bradford Department over the years. Whether you're a history buff or simply curious about the inner workings of law enforcement, the Bradford Police Museum is a must-visit destination.

Next Steps...

For more information about the role, or to receive an application form, please email the Museum Administrator at volunteering@bradfordpolicemuseum.com!

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The Bradford Police Museum / Under The Clock
Bradford is a registered charity No 1169131