



# Volunteers Handbook

## MUSEUM AND VOLUNTEER COMMITMENT

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This agreement tells you what you can expect from us, and what we hope for from you and the Museum expectations of the volunteers.

## STAFF AND VOLUNTEER STRUCTURE AND PATRONS

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Specific tasks undertaken by volunteers and flow chart of Museum Boards and the jobs/roles they undertake.

## BRIEF HISTORY OF THE MUSEUM

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An overview of how the museum started. How to contact us and Volunteer agreement & volunteer form.

Conserving and celebrating Sheringham's rich heritage

# MUSEUM AND VOLUNTEER COMMITMENT

## **Welcome to volunteering at Sheringham Museum.**

Thank you for taking up a volunteering position at the museum and we hope you will find it fulfilling and fun as well as informative.

This agreement tells you what you can expect from us, and what we hope for from you. We aim to be flexible, so please let us know if you would like to make any changes and we will do our best to accommodate you.

### **Museum expectations of the volunteers.**

- 1. Try to have a positive attitude at all times. Be the friendly face of the museum and give as much information to enhance the visitor experience as appropriate, also being aware that some visitors may not want to interact with you. Be a good listener, even if you have heard it all before! (Mainly for gallery stewards)
- 2. A welcoming attitude at reception encourages visitors (avoid carrying on your conversation with other volunteers in front of visitors), give a basic outline of the layout of the museum and point out the gallery stewards who will expand on information.
- 3. Volunteers should endeavor to keep up to date with changes – exhibitions, quizzes and new displays and build up a knowledge of exhibits.
- 4. Please put your attendance dates into the diary in advance and try to avoid volunteering for sessions that already have sufficient cover particularly as other sessions may be more in need.
- 5. Volunteers would be expected to know the museum's rules and procedures, including health and safety, equal opportunities and confidentiality.

### **Volunteers' expectations of the museum.**

- 1. To work in a safe environment.
- 2. To be listened to and have any concerns and suggestions made by volunteers to be considered.
- 3. To have their work for the museum recognised and appreciated. A 'thank you' at the end of a session is always appreciated. For people working long hours, time is allowed for reasonable breaks for refreshment/toilet.
- 4. Being kept up to date with new exhibitions, events and training.
- 5. Ensure that the diary is up to date so the balance of volunteer cover is maintained.

# STAFF AND VOLUNTEER STRUCTURE

## Sheringham Museum Norfolk Trust Ltd

### Board of Directors

Chair of Directors  
Mhairi Campbell

Wendy  
Austin  
Director

Nicholas Wallace  
Director &  
Treasurer

Jonathan  
Duff  
Director

Anne  
Smith  
Director

Paid Museum Staff

Curator & Museum Manager  
Lisa Little

## Sheringham Museum Trust

### Board of Trustees

Chair of Trustees  
Lesley Lougher

Timothy  
Groves  
Trustee

Kenneth  
Holloway  
Trustee

Nicholas  
Wallace  
Treasurer

Wendy  
Austin  
Vice-Chair

Sheila  
Goldsmith  
Trustee

Kerrie  
Tuck  
Trustee

Ruth  
Yates  
Trustee

Paid Museum Staff

Curator & Museum Manager  
Lisa Little

# Sheringham Museum Norfolk Trust (Trading) Ltd

Chair of Directors  
Mhairi Campbell

Nicholas Wallace  
Director &  
Treasurer

Wendy Austin  
Director and Vice-  
Chair Trustees

## Museum Patrons

General The Lord Dannatt GCB CBE MC DL



I am delighted to have been invited to be a Patron of the Sheringham Museum. I have enjoyed many summer holidays in Sheringham, often as part of the Scripture Union Beach Mission team, and the first house I owned was in Sheringham! I have just retired from being Chairman of the Royal Armouries, our national museum of arms, armour and firearms, so I am very happy now to be associated with a different museum in a town where I have many happy memories.

Lady Laurel Walpole



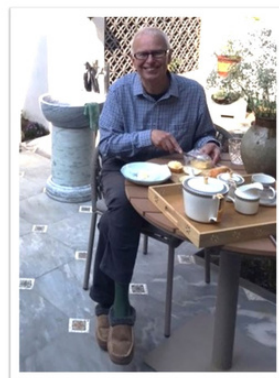
I read History at Leicester University, followed by the Local History Museum Studies Course. My first post was at the Museum of Rural Life at Reading University. I then became Director of the Area Museums Service for South Eastern England. This job brought me to Norfolk where I met and subsequently married the then Hon Robin, later Lord Walpole, who was chairman of the Norfolk Museums Service. Work on the two historic houses of Wolterton and Mannington made good use of my history and museums studies and my interest in costume and textiles and social history generally.

Sir Norman Lamb



I was the local MP for North Norfolk 2001-2019. I am delighted to have been asked to become a Patron and I am very pleased to accept because I have an enormous admiration for the work of everyone involved in the museum. This is a very valuable gem that Sheringham is very proud of.

Marcus Armes



Marcus was born in Sheringham and is the son of landscape artist Tom W. Armes and Sheringham art shop proprietor, Myra Armes. He attended Sheringham School before taking up a position as a teaching technician in environmental sciences at the University of East Anglia. His interest in science policy took him to Westminster, where he worked as a researcher. In recent years he has become more involved in business activities, and is a founder member of the Anglia Capital Group, which invests in start-up companies. He is particularly proud of his early investment in The Shackleton Clothing Company.

# Museum Personnel Specialisms

<b>Name</b>	<b>Specialist Subject areas</b>
Mhairi Campbell	Chair of Directors; journalism, film making and education and website lead.
Lesley Lougher	Chair of Trustees; textiles, knitting, John Craske and gansey (traditional fishermen's) sweaters, Textile group coordinator.
Tony Sadler	Museum President; lifeboats, fishing boats and the fishing industry.
Hilary Nelson	Vice President; retired councillor and public relations advocate.
Nicholas Wallace	Director & Treasurer of the Ltd Co and the Museum Trading company, Treasurer of the Museum Trust; health and safety matters and education visits.
Wendy Austin	Director & Vice Chair of Trustees; promotions, fund raising stalls, community link, events, festivals, RNLI, Theatre and education.
Tim Groves	Trustee; social historian, local historian, photographer and photography, Museum Education Team, Writer.
Lisa Little	Curator, Manager; social history and textile collections, textile conservation, display, retail, volunteer coordinator.
Kerrie Tuck	Trustee; Friends of the museum; proofreading.
Kenneth Holloway	Trustee; genealogy, Family history researcher, lifeboats, fishermen and fishing boats, netting and knotting.
Anne Smith	Director; liaising and working with the Treasurer and other Directors, and Trustees, particularly on legal matters.
Sheila Goldsmith	Trustee; oral history recording of past voices.
Jonathan Duff	Director; London market insurance experience.
Ruth Yates	Trustee; textiles and post 16 education.

# A Brief History of Sheringham Museum

Sheringham Museum began life in 1990 when the Trust was offered 3 former fishermen's cottages close to the town centre.

In the meantime, the Mo building, which was built on the Anglia Water pumping station, was being marketed by North Norfolk District Council on a 999 year lease but with no takers.

In 1999 the Trust applied for a Heritage Lottery Award to convert the Mo into a Maritime and Social History Museum but was turned down. A second attempt was made in 2003 and this time they were successful. After considerable renovation the museum opened its doors to the public on Monday 29th March 2010. A further floor was added to the building with more Heritage Lottery funding in 2017 giving a school room and exhibition room plus a home for the Atlantic 75 lifeboat.

## How to contact us

Volunteers can expect to be supported and appreciated for their contribution and will be given ample time on their shift for toilet breaks and refreshments. There will also be ongoing events for which volunteers will be notified by email and posted on the volunteers' notice board in the kitchen.

If at any point a volunteer decides not to continue please let the manager know as soon as possible.

Email:

[enquiries@sheringhammuseum.co.uk](mailto:enquiries@sheringhammuseum.co.uk)

Telephone:

01263 824482

Postal address:

Sheringham Museum at the Mo  
Lifeboat Plain, Sheringham  
Norfolk. NR26 8BG

There will be a trial period of 3 months during which the museum or the volunteer may decide to end the involvement. A notice period of a month would be greatly appreciated thereafter.

**Information you will receive during your induction meeting:**

- A discussion of tasks within the museum
- All procedures in place, including health and safety, safeguarding, first aid arrangements, incident recording, fire safety and location of emergency exits. Use of radios and tallies.
- Tour of the building, facilities and communal staff areas. Reminders about no smoking and drinking.

## Volunteer Agreement

NAME:

SIGNED :

DATE:

Note: this agreement is in honour only and is not intended to be a legally binding contract of employment. There will be no monetary recompense. You are assigning the rights to any work undertaken by you on behalf of the Museum Trust automatically becomes the intellectual copyright of the Museum Trust.

Your personal information will be protected in accordance with the Data Protection Act 2018 and the General Data Protection Regulations and not passed to any other organisation. Information is held securely and confidentially and accessed only by authorised management.

### Emergency Details

**In the event of an emergency we can contact:**

**Name:**

**Relationship to volunteer:**

**Telephone Number:**

**Address and email address:**

Do you have any health issues, such as Diabetes, Epilepsy or are taking any medication that you think we should be aware of?

**Yes / No (please delete as appropriate)**

If appropriate please provide further details of any conditions/ medication below :

Please confirm you are over 18 \_\_\_\_\_

If you would like to find out more about volunteering please fill out both sides of this page and return to:

Sheringham Museum, Lifeboat Plain, Sheringham, NR26 8BG  
or enquiries@sheringhammuseum.co.uk

We will contact you within two weeks ( 10 working days) after receiving your form to invite you for an informal chat.

Name.....  
Address.....  
.....  
.Postcode.....  
Telephone.....  
Mobile.....  
Email.....

Monday	Tuesday	Wednesday	Availability Thursday	Friday	Saturday	Sunday
10.00-1.15 ●●●●●●●●	10.00-1.15 ●●●●●●●●	10.00-1.15 ●●●●●●●●	10.00-1.15 ●●●●●●●●	10.00-1.15 ●●●●●●●●	10.00-1.15 ●●●●●●●●	●●●●●●●●
1.15-4.30	1.15-4.30	1.15-4.30	1.15-4.30	1.15-4.30	1.15-4.30	

### Equal Opportunities

The Museum is committed to promoting equal opportunities for all in its staff and volunteer recruitment policy, practices and procedures. To make this meaningful we need to monitor the effectiveness of our policies, by analysing statistical information. We would be grateful if you could provide us with the following information. This information will be kept confidential, and will not affect your registration.

Do you have any access requirements? E.g. wheelchair access, large print

### Data Protection

Your personal information will be protected in accordance with the Data Protection Act 2018 and the General Data Protection Regulations and not passed to any other organisation. Information is held securely and confidentially and accessed only by authorised management.

I declare the information I have provided is true.

Signed .....

Date .....