



Volunteer Role Profile – Museum Conservation and Engagement Volunteer

Restored to its Edwardian Arts and Craft splendour, Winterbourne House is a unique heritage attraction – set within seven acres of beautiful botanic gardens. Only minutes from Birmingham city centre, Winterbourne is a hidden gem – an accredited museum and a botanical garden with over 6,000 plant species from around the world. Wander along the woodland walk, stroll through the hazelnut tunnel, cross the 1930s Japanese Bridge or simply soak up the tranquillity of this perfectly English Edwardian home.

Role summary

Winterbourne House is an accredited museum, with historic room settings, permanent exhibitions and an art gallery. In the room settings, most of the objects are on open display, and we allow visitors to explore the rooms without the restriction of ‘roped-off’ areas.

As a Museum Conservation and Engagement Volunteer, you will:

- Be an active presence in the house during opening hours
- Monitor the room displays and exhibitions, keeping an eye out for any damage to objects
- Engage with visitors and respond to questions
- Carry out light conservation cleaning of objects

What's involved?

- You will gain a basic knowledge of the multi-layered history of Winterbourne, so that you can answer visitor questions and engage in conversation. You will receive an introductory tour with the Curator. You will also be given a guidebook, and a handbook which includes details of each room and the objects on display. This handbook will act as a reference if visitors have specific questions.
- In our room displays we have many objects on open display, and we politely request that visitors do not touch the objects, although we accept that some visitors may handle objects. You will be confident to intervene appropriately if you feel that an object is at risk.
- You will liaise with the Curator, the Visitor Experience Team and other members of staff and volunteers, keeping the relevant people informed of any problems with the displays, or issues raised by visitors.



- You will be given training regarding handling and light cleaning of museum objects, so that you can take part in a rolling programme of light conservation cleaning.

This role will suit you if you are...

- A good communicator and confident in engaging with the public
- Passionate about history
- Interested in museums and the conservation of museum objects
- Available approximately one day per week on a regular basis

By getting involved you could...

- Make a real difference to the visitor experience at Winterbourne
- Help to protect our displays and objects for the future
- Gain experience of handling museum objects
- Be part of the enthusiastic Winterbourne volunteer team, and meet other volunteers and staff at volunteer social events



Volunteer Role Profile – Printing Press Volunteer

Winterbourne House is a unique heritage attraction – set within seven acres of beautiful botanic gardens. Only minutes from Birmingham city centre, Winterbourne is a hidden gem – home to beautiful antiques and over 6,000 plant species from around the world. Wander along the woodland walk, stroll through the hazelnut tunnel, cross the 1930's Japanese Bridge or simply soak up the tranquillity of this perfectly English Edwardian home.

Role summary

Experience the joy of operating Winterbourne's antique printing presses and engaging our visitors in the history and story of print.

What's involved?

After an induction and hands on training, you will be able to:

- Talk confidently to visitors about the press and its history
- Operate hand operated presses
- Print stock for the gift shop including gift bags and greeting cards
- Sort, clean and collate print type, machines and associated items

This role will suit you if you are any of the below...

- Outgoing and friendly
- Someone who is experienced in craft, art and or print techniques in either a personal or employed capacity
- Interested in social and or industrial history
- Someone who has great attention to detail
- Available once a week for a minimum of 2.5 hours

By getting involved you could...

- Make a positive impact on the visitor experience at Winterbourne by using your customer service skills and newly found knowledge of the Winterbourne Press
- Join an enthusiastic and varied team, and make new friends
- See your creations for sale in our shop, helping to finance our work
- Develop your understanding of Health and Safety in a practical environment



Volunteer Role Profile – Visitor Survey and Fundraising Volunteer

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Role summary

Our Visitor Survey and Fundraising volunteers will help capture valuable visitor data and sell raffle tickets to help fundraise for Winterbourne.

Volunteers will be interacting with visitors daily so excellent customer service skills are a must.

No experience needed, just the desire to volunteer in a beautiful arts and crafts environment and to meet new people.

What's involved?

After an induction and training you will

- Conduct surveys to help us better understand our visitors
- Sell raffle tickets, helping us fundraise to support our work
- Be able to answer visitor queries in a helpful and approachable manner

This role will suit you if you are any of the below...

- Outgoing and friendly
- Confident in approaching people
- Keen to help each customer feel special

By getting involved you could....

- Make a positive impact on the visitor experience at Winterbourne
- Help us to understand our visitors better, to ensure we give them the best experience possible
- Make a real difference by helping to raise money to support our work
- Join an enthusiastic and varied team, and make new friends



Volunteer Role Profile – Shop Volunteer

Restored to its Edwardian Arts and Craft splendour, Winterbourne House is a unique heritage attraction – set within seven acres of beautiful botanic gardens. Only minutes from Birmingham city centre, Winterbourne is a hidden gem – home to beautiful antiques and over 6,000 plant species from around the world. Wander along the woodland walk, stroll through the hazelnut tunnel, cross the 1930's Japanese Bridge or simply soak up the tranquillity of this perfectly English Edwardian home.

Role summary

Our Shop Volunteers will be on hand to assist and serve customers. They'll stock up new arrivals, know their way around all the shelves and love helping our visitors find something they will enjoy.

What's involved?

- Making visitors feel welcome and helping them enjoy their day
- Serving customers, helping them find what they're after
- Helping customers with their purchase and logging all sales through our till system
- Cash handling and taking payments
- Promoting the shop, thinking of new ways to entice visitors to browse and helping out with relevant events
- Answering queries about the house and garden
- Taking phone sales and selling tickets to our programme of events
- Keep the shop and its displays tidy and well organised

This role will suit you if you are...

- Keen to help each customer feel special and find something they like
- Interested in helping us fundraise to support our work
- Available at least once a week

By getting involved you could...

- Use your customer service skills and knowledge of our stock to help visitors
- Help with raising money to support our work
- Join an enthusiastic and varied team, and make some new friends