



VOLUNTEER ROLE DESCRIPTION: GALLERY STEWARD

AIMS OF THE ORGANISATION

To promote the enjoyment, understanding and appreciation of George Frederick Watts and Mary Watts in the context of the nineteenth century, through conserving and restoring Watts Gallery - Artists' Village and by promoting 'Art for All' to present and future generations.

AIM OF THE ROLE

Stewards make all the difference to every visitor's experience at Watts Gallery - Artists' Village. Stewards give a warm welcome, introducing the galleries as well as the family resources and activities available. By talking with visitors, Stewards help visitors to learn about and enjoy the story of G F and Mary Watts and get the most from their visit.

KEY RESPONSIBILITIES

- Providing the public face of the Artists' Village by giving a warm welcome to visitors and being available as a point of contact throughout their visit
- Enhancing the visitor experience by engaging them, letting them know about the resources available and imparting knowledge about the collection where appropriate
- Safeguarding the collection
- Helping make the Artists' Village accessible to all
- Ensuring visitors' safety by acting in an appropriate way during an emergency situation
- Acting as an ambassador for the Artists' Village and its activities on and off site

HOURS

Shifts last 2 hours 15 minutes and volunteers can sign up to the rota online, by phone or in person. Scheduling is flexible, though the recommended commitment is one shift per week. Volunteers are welcome to sign up for more than one shift in a row. The minimum commitment is 1 shift per month.

LOCATION

Watts Gallery and Watts Studios. There are three stewards in the Gallery and two stewards in the Watts Studios at any one time.

REPORTING STRUCTURE

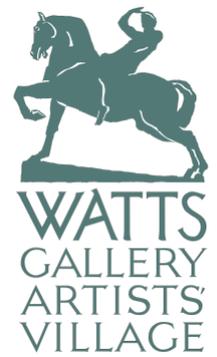
Visitor Services Manager > Head of Learning > Director

TRAINING

A compulsory induction plus optional training on the collection and exhibitions throughout the year.

BENEFITS

Free admission to the Artists' Village at any time, 10% discount in the Shop and Tea Shop, invitations to special events and private views, quarterly meetings, monthly bulletins and free training on the collection and exhibitions.



Once you have joined the team as a steward you can diversify into a variety of different roles.

- **Volunteer Gardener:** Join the team of gardeners and tend to your own section of grounds at times to suit you, as well as meeting regularly with the group for site walks to talk about future plans.
- **Events Volunteer:** Watts Gallery – Artists' Village has a diverse events programme, as an events volunteer you can help with film showings, special weekends, lectures and musical performances. Roles often include welcoming guests, helping on the bar and assistance with set up or take down.
- **Workshop Volunteer:** Assist workshop leaders at adult or children's workshops, helping every participant to get involved with making, creating and having fun. Workshops are often themed to the changing exhibition. Clay activities, costume workshops, drawing classes and sewing crafts are just a small selection of the kind of workshops you might support.
- **Volunteer Guide:** Lead tour groups around site imparting your in depth knowledge of the story of G F and Mary Watts, helping others to discover why the Artists' Village is so special. Training is given on the site, collection and presentation skills.
- **Visitor Centre Volunteer:** Assisting visitors in the Visitor Centre & Shop, welcoming them to site and working closely with the Front of House Staff to ensure a fantastic service for every visitor.
- **Friends Ambassador:** The Friends scheme is a vital way to engage people with the Artists' Village on a long-term basis and develop a friendly community which has a shared interest in arts, heritage and culture. It also provides a key strand of income which supports all of our activities. Friends Ambassadors help to raise awareness of the scheme and to recruit new Friends.
- **Audio Visual Technician Volunteer:** Assisting with the setting up and taking down of the audio visual equipment at various events such as film showings, special weekends, lectures, musical performances, evening openings and more.
- **Minibus driver:** Become one of the Artists' Village's first bus drivers, helping visitors to reach each location on site by providing a shuttle service on specific days. Training is provided but volunteers must be licenced to drive a Category D1 vehicle.



VOLUNTEER ROLE DESCRIPTION: VOLUNTEER GARDENER

AIMS OF THE ORGANISATION

To promote the enjoyment, understanding and appreciation of George Frederick Watts and Mary Watts in the context of the nineteenth century, through conserving and restoring Watts Gallery - Artists' Village and by promoting 'Art for All' to present and future generations.

AIMS OF THE ROLE

The gardens are a key part of the visitor experience at the Artists' Village. Visitors can enjoy Gertrude Jekyll inspired planting, woodland walks and picnics in the grounds. Join the team of Gardeners and tend to your own section of garden at times to suit you.

RESPONSIBILITIES

- Ensuring your section of garden is well planted from season to season with appropriate plants
- Weeding and tidying your section of garden
- Contributing ideas and feedback during Quarterly Gardeners' Meetings

LOCATION

Throughout the landscape and gardens at the Artists' village

HOURS

Flexible

REPORTING STRUCTURE

Executive Assistant > Custodian > Director

TRAINING

General - Optional training on the collection and exhibitions.

Role specific - Volunteer Gardeners are advised on planting schemes and manual handling and use of tools where appropriate.

MEETINGS

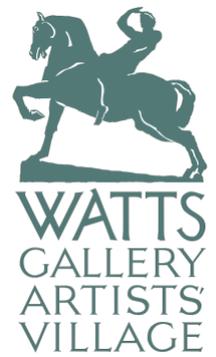
Role Specific - Gardeners are invited to attend Quarterly Gardeners' Meetings

General - All volunteers are invited to attend Quarterly Volunteer Meetings, which are an important time for exchange of ideas and giving feedback. Staff members use the opportunity to discuss forthcoming plans. Meetings last for approx. 2 hours.

BENEFITS

Role Specific - Free tea and cake in the Tea Shop on any day you are tending your section of garden.

General - Free admission to the Artists' Village at any time, 10% discount in the Shop and Tea Shop, invitations to special events and private views, quarterly meetings, monthly bulletins and free training on the collection and exhibitions.



VOLUNTEER ROLE DESCRIPTION: EVENTS VOLUNTEER

AIMS OF THE ORGANISATION

To promote the enjoyment, understanding and appreciation of George Frederick Watts and Mary Watts in the context of the nineteenth century, through conserving and restoring Watts Gallery - Artists' Village and by promoting 'Art for All' to present and future generations.

AIM OF THE ROLE

Watts Gallery - Artists' Village has a diverse events programme designed to engage a wide variety of people, enhancing their knowledge and enjoyment of all that the Artists Village has to offer. As an Events Volunteer you can expect to help with film showings, special weekends, lectures, musical performances, evening openings and more. Events often explore the themes of the current temporary exhibition.

RESPONSIBILITIES

Responsibilities vary depending on the event, but often include the following:

- Assistance with set and up and take down (chairs, tables, coat racks)
- Giving a warm welcome to guests
- Checking tickets
- Assisting with the service of drinks
- Promoting the Artists' Village offsite at fetes and fayres

LOCATION

Watts Gallery, Watts Studios, Landscape, off site

HOURS

Variable, depending on each event. The Visitor Services Manager circulates opportunities by email each month.

REPORTING STRUCTURE

Visitor Services Manager > Head of Learning > Director

TRAINING

Role Specific - Training given on set up and take down of equipment and manual handling.

General - Optional training on the collection and exhibitions.

MEETINGS

Volunteers are invited to attend Quarterly Volunteer Meetings, which are an important time for exchange of ideas and giving feedback. Staff members use the opportunity to discuss forthcoming plans. Meetings last for approx. 2 hours.

BENEFITS

Role Specific: Free entry to the events at which you volunteer.

General: Free access to the Artists' Village at any time, quarterly meetings, monthly bulletins, 10% discount in the Shop and Tea Shop, invitations to special events and private views and free training on the collection and exhibitions.



VOLUNTEER ROLE DESCRIPTION: WORKSHOP VOLUNTEER

AIMS OF THE ORGANISATION

To promote the enjoyment, understanding and appreciation of George Frederick Watts and Mary Watts in the context of the nineteenth century, through conserving and restoring Watts Gallery - Artists' Village and by promoting 'Art for All' to present and future generations.

AIM OF THE ROLE

Assist workshop leaders at adult or children's workshops, helping every participant to get involved with making, creating and having fun. The Artists' Village was founded on the ethos of 'Art for All' and a belief in the power of art to change lives. Workshop volunteers uphold these values by inspiring and helping others to create. Clay activities, costume workshops, drawing classes and sewing crafts are just a small selection of the kind of workshops you might support.

RESPONSIBILITIES

- Assisting a workshop leader to set up for a workshop
- Creating examples for participants to work from
- Show participants how to engage with the activity
- Packing up post activity

LOCATION

Foyle Pottery Studio, Clore Learning Studio, Watts Gallery, Watts Studios

HOURS

Variable, depending on each event. The Learning Co-ordinator sends out monthly updates on forthcoming events asking for volunteer support. Workshops may be aimed at adults or children; this will be specified in the rota. Workshops will often be scheduled as part of a school visit.

REPORTING STRUCTURE

Learning Co-Ordinator > Head of Learning > Director

TRAINING

Role Specific - Orientation in the Learning Studio

General - Optional training on the collection and exhibitions.

MEETINGS

Volunteers are invited to attend quarterly volunteer meetings, which are an important time for exchange of ideas and giving feedback. Staff members use the opportunity to discuss forthcoming plans. Meetings last for approx. 2 hours.

BENEFITS

Free access to the Artists' Village time, quarterly meetings, monthly bulletins, 10% discount in the Shop and Tea Shop, invitations to special events and private views and free training on the collection and exhibitions.



VOLUNTEER ROLE DESCRIPTION: TOUR GUIDE & GUIDE MENTOR

AIMS OF THE ORGANISATION

To promote the enjoyment, understanding and appreciation of George Frederick Watts and Mary Watts in the context of the nineteenth century, through conserving and restoring Watts Gallery - Artists' Village and by promoting 'Art for All' to present and future generations.

AIM OF THE ROLE

Tour Guides lead groups around the Artists' village imparting knowledge of the story of G F and Mary Watts and their work in the context of the nineteenth Century. We welcome over 100 private group visitors each year and programme daily public tours.

ELIGIBILITY

It is a necessary requirement for Guides to have had experience as a Steward in the Gallery and Studios for a reasonable length of time. A reasonable level of fitness is an advantage.

RESPONSIBILITIES

- Understanding and learning about the collections, exhibitions, building and history of Watts Gallery - Artists' village as well as keeping abreast of key messages from Watts Gallery Trust
- Giving guided tours of Watts Gallery - Artists' Village: Limnerslease House, Watts Gallery, Watts Chapel, Arts & Crafts Walking Tours as well as exhibition tours
- Encouraging visitors to see the whole of the Artists' Village on their visit
- Making visitors aware of the opportunity to become a Friend
- Contacting the Duty Manager by radio as required
- Observing Health & Safety policy

LOCATION

Watts Gallery - Artists' Village

HOURS

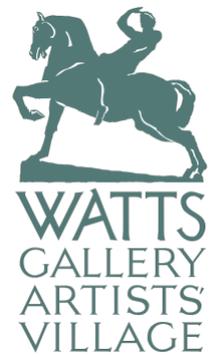
Guides receive a monthly rota inviting them to sign up for tours. The Heritage Assistant schedules a rota of tours for the public to book onto and also takes bookings from specialist groups of 8 or more. Tours take place between 10am and 5pm from Tuesday-Sunday with occasional exceptions for special events. Tours last between 30 minutes and 1 ½ hours depending on the tour.

TRAINING

Role Specific -

Getting Started: Guides attend a minimum of two training sessions with a member of the Curatorial Team and a Guide Mentor and shadow at least two tours at each location where they wish to guide (Gallery, Chapel, Studios & Limnerslease). They receive Guided Tour Notes and the Heritage Assistant arranges a practice tour to a selected group of people, including a member of the Curatorial Team and a Guide Mentor. Feedback will be given, following which a decision will be made as to whether a Trainee Guide is ready to take guided tours or whether they need further training/practice. Some may not be considered suitable.

Collections Training: Guides are provided with a set of notes for each tour. Tour notes are signed off by a member of the Curatorial Team, with feedback from Guide Mentors. From time to time these notes will be updated to reflect any new research and changes to the collections on display. Guides are informed of any changes in the monthly Volunteer Bulletin and in Quarterly Guides' Meetings. Training will be provided.



Exhibitions Training: All Guides are invited to attend exhibition tour training, separate to the exhibition training given to Volunteer Stewards. Notes will be written by the Curatorial Team to accompany this training.

Reviews: Guides are reviewed every 12 – 18 months by the Visitor Services Manager. A set of criteria written by the Visitor Services Manager, Heritage Assistant and the Guide Mentors is used for each Guide review and Guides are informed about the review in advance. Following a review the Guide is promptly given feedback.

MEETINGS

Guides attend Quarterly Guides' Meetings which are chaired by the Curator. Minutes are circulated by the Visitor Services Manager. Meetings usually last around 1 ½ hours.

Volunteers are invited to attend Quarterly Volunteer Meetings, which are an important time for exchange of ideas and giving feedback. Staff members use the opportunity to discuss forthcoming plans. Meetings last for approx. 2 hours.

BENEFITS

Role Specific: Complimentary exhibition catalogues, Invitations to events, Complimentary Guide Book, Annual Guides' Outing, Guides' Christmas Lunch

General: Free access to the Artists' Village, quarterly meetings, monthly bulletins, 10% discount in the Shop and Tea Shop, invitations to special events and private views and free training on the collection and exhibitions.

REPORTING STRUCTURE

Heritage Assistant > Visitor Services Manager > Head of Learning > Director

TOUR GUIDE PROGRESSION

External Speaker: All guides are welcome to be trained to give external talks as well as give guided tours on site. Training is given on the three talks offered to specialist groups and also on using the audio visual equipment required. Guides are given the opportunity to express interest in becoming an external speaker at the regular meetings, or they can register their interest with the Heritage Assistant.

External talks take place throughout Surrey and the surrounding counties.

Speakers will be accompanied by one other person, either a fellow Speaker/Guide or the Heritage Assistant. Mileage costs for one car will be reimbursed, calculated from Watts Gallery – Artists' Village to the venue and back. Mileage costs are currently calculated at 35p per mile.

Guide Mentors: Guides can progress to the role of Guide Mentor. They can express an interest in this with the Heritage Assistant who will confirm their extended role. Guide Mentors have the following key responsibilities:

- Help to train and support newer members of the team
- Become a key Guide for new Guides to shadow
- Attend practice tours for new Guides and provide feedback
- Read over and contribute to any new/altered scripts for guided tours and provide feedback



VOLUNTEER ROLE DESCRIPTION: VISITOR CENTRE VOLUNTEER

AIMS OF THE ORGANISATION

To promote the enjoyment, understanding and appreciation of George Frederick Watts and Mary Watts in the context of the nineteenth century, through conserving and restoring Watts Gallery - Artists' Village and by promoting 'Art for All' to present and future generations.

AIM OF THE ROLE

The Visitor Centre is the bustling hub of the Artists' Village where visitors can seek information, purchase their tickets and browse the original selection of books and gifts available. Shop Volunteers work closely with the Front of House team in making sure that every visitor is given a warm welcome and receives the highest standard of visitor experience.

RESPONSIBILITIES

- Providing warm welcome by greeting and talking to visitors and providing information about the events and activities
- Helping to check in deliveries and price and arrange stock
- Answering questions/enquiries from visitors
- Helping to ensure the security of the high value items on display
- Helping to increase awareness of other fundraising schemes and events, particularly talking to visitors about the Friends scheme

LOCATION

Visitor Centre

HOURS

Shifts last 2 hours 15 minutes and volunteers can sign up on the Watts Rota on a flexible basis. Volunteers are welcome to sign up for more than one shift in a row. The recommended commitment is one shift per week. The minimum commitment is 1 shift per month.

REPORTING STRUCTURE

Front of House Assistant > Retail & Admissions Manager > Commercial Manager > Director

TRAINING

Role Specific - Shop volunteers receive training from Front of House Assistants and the Retail & Admissions Manager on stock layout and information.

Manual handling training required if appropriate.

General - Optional training on the collection and exhibitions.

MEETINGS

Volunteers are invited to attend Quarterly Volunteer Meetings, which are an important time for exchange of ideas and giving feedback. Staff members use the opportunity to discuss forthcoming plans. Meetings last for approx. 2 hours.

BENEFITS

Free admission to the Artists' Village time, quarterly meetings, monthly bulletins, 10% discount in the Shop and Tea Shop, invitations to special events and private views and free training on the collection and exhibitions.



VOLUNTEER ROLE DESCRIPTION: FRIENDS AMBASSADOR

AIMS OF THE ORGANISATION

To promote the enjoyment, understanding and appreciation of George Frederick Watts and Mary Watts in the context of the nineteenth century, through conserving and restoring Watts Gallery - Artists' Village and by promoting 'Art for All' to present and future generations.

AIM OF THE ROLE

The Friends scheme is a vital way to engage people with the Artists' Village on a long-term basis and develop a friendly community which has a shared interest in arts, heritage and culture. It also provides a key strand of income which supports all of our activities.

RESPONSIBILITIES

Friends Ambassadors help to raise awareness of the scheme and to recruit new Friends. Responsibilities will vary depending on the interests of each Ambassador. However, responsibilities will include:

- Talking to visitors about membership schemes during peak times at the Artists' Village
- Manning a stand at busy events to engage visitors letting them know about the Friends scheme (e.g. Heritage Open Days)
- Attending external events to support staff through manning a stand / talking to representatives from other organisations

LOCATION

Watts Gallery - Artists' Village with occasional off-site events.

HOURS

Variable. The Development team contacts Friends Ambassadors with potential dates and oversees the time they give.

REPORTING STRUCTURE

Development Manager > Director

TRAINING

General - A basic induction covering orientation, health and safety and fire evacuation. Optional training on the collection and exhibitions taken by a member of the curatorial team is also available.

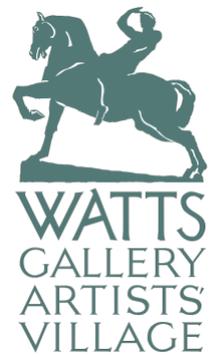
Role Specific - a basic induction to the Watts Gallery - Artists Village membership schemes including Friends, Patrons and Corporate Membership. Training will cover the key messages of the Friends scheme, including options for how to talk to people about the scheme. Shadowing of an experienced Friends Ambassador is also available.

MEETINGS

Friends Ambassador meetings will be held periodically to discuss and exchange ideas and give feedback. Volunteers are invited to attend Quarterly Volunteer Meetings where staff members use the opportunity to discuss forthcoming plans. These meetings last for approx. 2 hours.

BENEFITS

General: Free access to the Artists' Village time, quarterly meetings, monthly bulletins, 10% discount in the Shop and Tea Shop, invitations to special events and private views and free training on the collection and exhibitions.



VOLUNTEER ROLE DESCRIPTION: VOLUNTEER AUDIO VISUAL TECHNICIAN

AIMS OF THE ORGANISATION

To promote the enjoyment, understanding and appreciation of George Frederick Watts and Mary Watts in the context of the nineteenth century, through conserving and restoring Watts Gallery - Artists' Village and by promoting 'Art for All' to present and future generations.

AIMS OF THE ROLE

Watts Gallery - Artists' Village has a diverse events programme designed to engage a wide variety of people, enhancing their knowledge and enjoyment of all that the Artists' Village has to offer. As a Volunteer Audio Visual Technician you will be assisting with the setting up and taking down of the audio visual equipment at various events such as film showings, special weekends, lectures, musical performances, evening openings and more.

RESPONSIBILITIES

- Setting up and packing away the sound desk, microphones, speakers, screens, laptops and projector in accordance with training.
- Monitoring and troubleshooting equipment during event in accordance with training.

LOCATION

Watts Gallery, Watts Studios, Landscape, off site

HOURS

Variable, depending on each event. The Visitor Services Manager circulates opportunities by email each month.

REPORTING STRUCTURE

Visitor Services Manager > Head of Learning > Director

TRAINING

Role Specific - Training given on equipment set-up and take-down by ProjectFive, our IT support company. Training sessions are around 1 hour in length.

General - Optional training on the collection and exhibitions.

MEETINGS

Volunteers are invited to attend Quarterly Volunteer Meetings, which are an important time for exchange of ideas and giving feedback. Staff members use the opportunity to discuss forthcoming plans. Meetings last for approx. 2 hours.

BENEFITS

Role Specific: Free entry to the events at which you volunteer.

General: Free access to the Artists' Village time, quarterly meetings, monthly bulletins, 10% discount in the Shop and Tea Shop, invitations to special events and private views and free training on the collection and exhibitions.



VOLUNTEER ROLE DESCRIPTION: VOLUNTEER MINIBUS DRIVER

AIMS OF THE ORGANISATION

To promote the enjoyment, understanding and appreciation of George Frederick Watts and Mary Watts in the context of the nineteenth century, through conserving and restoring Watts Gallery - Artists' Village and by promoting 'Art for All' to present and future generations.

AIMS OF THE ROLE

We want to ensure that Watts Gallery - Artists' Village is an accessible site for all. Our minibus, Compo, can be booked as a shuttle service between the Gallery, Studios and Chapel and to and from Guildford Station. Compo will also be used on an ad hoc basis for private views and other special events. A weekly public shuttle service will run each Sunday.

All drivers must have a clean driving licence and be entitled to drive a category D1 vehicle.

RESPONSIBILITIES

- Driving a minibus, in a safe manner, taking visitors and guests to and from Guildford station and other locations in the area.
- Driving visitors and guests between the Gallery, Chapel and Studios.

LOCATION

Between the Gallery, Chapel and Studios, and from the Artists' Village to Guildford Station and other nearby locations.

HOURS

Variable depending on each event. Opportunities will be circulated each month by Bronagh Gallagher, Heritage Assistant.

2 x 3 Hour Sunday shifts from 10.30am-1.30pm and 1.30-4.30pm.

Each Sunday Compo will pick up visitors from Guildford Station at 10.40am and drop off for the 4.05pm train. Compo will shuttle between the Gallery, Chapel and Studios between these times.

REPORTING STRUCTURE

Heritage Assistant > Visitor Services Manager > Head of Learning > Director

TRAINING

All volunteers will be given a full induction and a test drive. Volunteers are able to book a 'taster' session if they are unsure of whether they want to take the role on.

MEETINGS

All volunteers are invited to attend Quarterly Volunteer Meetings, which are an important time for exchange of ideas and giving feedback. Staff members use the opportunity to discuss forthcoming plans. Meetings last for approx. 2 hours.

BENEFITS:

General - Free admission to the Artists' Village at any time, 10% discount in the Shop and Tea Shop, invitations to special events and private views, quarterly meetings, monthly bulletins and free training on the collection and exhibitions.