



Role Description: St Leonards Tower Volunteer

Commitment:

We suggest that the minimum time commitment is one year for the role. St Leonards Tower is open between 10:00-1:30pm on Wednesdays and some Saturdays (May-September). We are currently looking for volunteers to join our Tower Team on Wednesdays and Saturdays.

Location: St Leonards Tower, Wolborough Street, Newton Abbot, TQ12 1JQ

Reporting to: Curator/ Administrative Assistant

Overview

St Leonard's Tower is a historic medieval stone tower in Newton Abbot, thought to date from the 15th century. It is the only surviving part of a former chapel dedicated to St Leonard, it stands as one of the oldest structures in the town and offers a rare glimpse into Newton Abbot's religious and architectural past. Today, the tower is preserved as a heritage site, helping visitors connect with the area's history.

St Leonards Tower is managed by Newton Abbot Museum. The museum team is comprised of a Curator, Curatorial Assistant, an Administrative Assistant, a Community Engagement Officer, two Museum Assistants, and a team of enthusiastic volunteers.

Role Purpose

Our Front of House Volunteers are the face of our organisation. The purpose of the role is to welcome visitors into the St Leonards Tower, record our visitor figures, discuss the risks and provide visitors with the information that they need for their visit.

As a volunteer you should be willing to help with a variety of tasks - one minute you may be speaking to a visitor about the history of the Tower or supporting a visiting group and the next you may be helping with a shop sale.

Outline of Role Responsibilities:

Customer service and teamwork

- Assist with opening and closing procedures where required
- Greet visitors in a friendly and approachable manner
- Provide them with safety information and collect signatures on the acknowledgement of risk forms
- Provide general information about St Leonard's Tower and its history
- Help orient visitors within the space and highlight key features of the site
- Support a safe and enjoyable environment for all visitors
- Encourage engagement with displays, activities, or interpretation materials
- Promote the Museum and encourage visitors to the Museum
- Sale of shop products

Person Specification:

	Essential	Desirable	Evidence
Enthusiasm for the Museum collections and the Museum's aims and objectives	✓		Application form and informal chat
Ability to work with volunteers, the public and help visitors with enquiries	✓		Application form and informal chat
Practicality and versatility, with the ability to work within a small, dynamic, friendly and committed team	✓		Application form and informal chat
Customer Service experience			
Experience of working the public and communicating with people from a variety of backgrounds		✓	Application form and informal chat