

Hornsea Museum: Effective Staff Management

What was the issue?

Hornsea Museum is a volunteer led museum based in Hornsea, East Yorkshire. It tells the story of village life in North Holderness and also houses the local Hornsea Pottery collection.

The original Chair and benefactor of the museum, Dr Stuart Walker, had recently stood down and the museum needed to regroup and move forward in a sustainable fashion. They needed to make the best use of their volunteers' strengths and at the same time give them clear roles and effective support systems.

How did Museum Development Yorkshire help?

Two of the MDY officers, Liz Denton and Michael Turnpenny, had been working with the museum team on their forward planning. Between them they identified that Hornsea Museum would benefit from some external support to help identify and resolve the issues; the museum applied for this through the MDY Support Opportunities programme. Help came in the form of Liz Brandish, a Volunteer Development Consultant.

What happened?

A team of up to 14 Trustees and Volunteers came together in a series of workshops during autumn/winter 2014. The workshops covered the Volunteer Lifecycle - from identifying that a volunteer vacancy exists through to the recruitment process, day to day management and to the end of volunteering - either through choice or because the role was no longer needed to support the museum.

Everyone gained a better understanding of the roles of the Trustee Board, the Management Team and the wider group of volunteers. They identified the importance of communications and teamwork and agreed new processes and

structure. The result will be that the museum fulfils all its responsibilities towards the volunteers, who in turn will have a more rewarding experience.

The team now feel they have a better understanding of the changes needed and will work together to embed them into the day to day working and culture of the museum. The teamwork and understanding that has been established will be built upon, reviewed and updated periodically to ensure it remains relevant and fit for purpose.

Find out more

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