

**Volunteer Project 71, Public Programmes & Tour Guide**

<b>Role</b>	Public Programmes & Tour Guide Volunteer
<b>Purpose</b>	<p>&gt; Provide a welcoming environment and rewarding learning experience to museum visitors through guided tours and customer support at talks, events and workshops for adults</p> <p>&gt; Help visitors gain a deeper level of understanding about the themes and issues explored in the Museum's galleries and public programmes</p> <p>&gt; To offer volunteers a unique opportunity to play a key role while gaining experience working with a national museum collection of historic importance</p>
<b>Responsible to</b>	Designated Volunteers Supervisor
<b>Times/Dates</b>	<p><b>Minimum commitment:</b> twice per month</p> <p><b>Group Tours:</b> Weekdays &amp; Weekends within museum opening times and, occasionally, at evening events</p> <p>All group tours are pre-booked in advance, and as much notice as possible is given to the team.</p> <p>Volunteers must attend a guide training programme over the course of two days to prepare them for the role as well as training on an ad hoc basis as required.</p> <p>We also suggest that volunteers make every effort to attend all monthly volunteer meetings in order to share information, keep their knowledge up-to-date and benefit from the training provided.</p> <p><b>Public Programmes for Adults:</b> Ad hoc Evenings and Weekends, and Fridays 10.30am to 13.00pm</p> <p>Starting June 2019</p>

<b>Location</b>	National Army Museum, Chelsea, London
<b>Tasks</b>	<ul style="list-style-type: none"> <li>&gt; Deliver a 45-minute highlights tour to the Museum's visitors.</li> <li>&gt; Deliver a 45-minute tour to army group tours.</li> <li>&gt; Opportunity to learn and deliver other themed tours around the Museum as part of day and evening museum events</li> <li>&gt; Opportunity to support the running of object handling sessions as part of day and evening museum events</li> <li>&gt; Opportunity to research a relevant topic of interest and contribute to the development of future tours</li> <li>&gt; Welcome, check tickets, count visitors as they arrive to talks and events and record numbers</li> <li>&gt; Deal effectively with latecomers and other audience related enquiries, watching over and assisting the smooth running of events, talks and/or workshops</li> <li>&gt; Direct customers to facilities and provide extra information about the Museum's collections and activities to visitors</li> <li>&gt; Have a good knowledge of the forthcoming programme and keep informed about operational changes and changes in museum exhibits</li> <li>&gt; Distribute flyers and collect evaluation as required</li> <li>&gt; Complete light lifting and manual tasks if you are willing and able to do so</li> </ul>
<b>Skills</b>	<p>Would suit someone who:</p> <ul style="list-style-type: none"> <li>&gt; Is reliable, punctual and diligent</li> <li>&gt; Is friendly and approachable</li> <li>&gt; Has a good standard of spoken English</li> <li>&gt; Has good communication skills</li> <li>&gt; Is willing to learn and be part of a team</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Understands good customer service</li> <li>&gt; Has an interest in and/or knowledge of military history and is enthusiastic in promoting the work of the museum</li> <li>&gt; Has research experience</li> <li>&gt; Able to work both independently and as part of a team</li> <li>&gt; Able to speak comfortably before groups of people, receiving and answering questions</li> <li>&gt; Dealing skilfully with a variety of visitors under a variety of circumstances</li> <li>&gt; Able to adapt skills and knowledge to suit different learning audiences</li> <li>&gt; Recognizes and supports the access needs of all visitors</li> <li>&gt; Has a commitment to equal opportunities</li> <li>&gt; Has a flexible approach to volunteering daytimes, evenings, weekends and Bank Holidays</li> <li>&gt; Is willing to participate in volunteer meetings and is available for pre-booked group tours during the week, weekends or, occasionally, evenings</li> </ul>
<b>Support and Training</b>	<ul style="list-style-type: none"> <li>&gt; Full in-house training will be provided that is specific to the role, which will include volunteer and site induction; Health and Safety; Equality &amp; Diversity; Visitor Experience, Communication, Object Handling; Basic Conservation; Material Identification; and specific Computer Applications, as required.</li> <li>&gt; Expenses: reasonable out of pocket lunch and travel expenses to and from place of work</li> <li>&gt; Volunteers' Handbook with helpful information</li> <li>&gt; Monthly team meetings and regular feedback meetings with designated supervisor</li> <li>&gt; On-going training related to the role</li> </ul>
<b>Other key</b>	<ul style="list-style-type: none"> <li>&gt; Minimum twice per month, Weekdays &amp; Weekends</li> </ul>

<b>information</b>	<p>within museum opening times and, occasionally, at evening events</p> <ul style="list-style-type: none"> <li>&gt; Hours/days of volunteering are flexible and will be discussed at interview</li> <li>&gt; Please expect to attend updates/training sessions as offered</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>&gt; Becoming part of a friendly and dedicated team</li> <li>&gt; Opportunity to contribute to developing the Museum's tours</li> <li>&gt; Gain practical experience interacting with the Museum's diverse audiences</li> <li>&gt; Gain transferable skills to guide and/or steward at alternative venues and sites</li> <li>&gt; Opportunities to explore other volunteering opportunities within the Museum as they arise</li> <li>&gt; Complimentary tickets to some Museum events and activities and regular updates on organizational activities</li> <li>&gt; Enjoy volunteer discounts at the museum's café and shop.</li> </ul>
<b>Interested?</b>	> The opportunity is open to everyone aged 18 and over
<b>Closing Date</b>	12.00pm (Noon) on Friday 31 <sup>st</sup> May 2019.
<b>For an Application Form</b>	<a href="http://www.nam.ac.uk/volunteer">http://www.nam.ac.uk/volunteer</a>