

Volunteer Project 63, Readers Services Volunteers

Role	Readers Services Volunteer
Purpose	<p>Working alongside Museum staff to deliver a high standard of customer-focused collections access and readers services in the National Army Museum's Templer Study Centre.</p> <p>To offer volunteers a unique opportunity to play a key role while gaining experience working with a national museum collection of historic importance.</p>
Responsible to	Templer Study Centre (TSC) Manager, Reader's Services Officer, and other Department of Research and Academic Access staff.
Times/Dates	<p>Minimum one day a week, 0915-1715 between Tuesdays and Saturdays, and occasional support for events and activities (including evenings).</p> <p>Multiple placements are available, starting September/October 2018.</p>
Location	National Army Museum Chelsea. (Some travel between Chelsea and Stevenage may be occasionally involved).
Tasks	<ul style="list-style-type: none"> > Assist the Templer Study Centre Manager, Readers Services Officer and other Curators to staff the Templer Study Centre during opening hours, including providing welcoming and friendly customer service to visitors. > Provide advice on study resources and NAM collections to members of the public, and maintain high standards of customer service at all times. > Invigilate the study centre to ensure safety and security of collections and readers at all times

	<p>during opening hours.</p> <ul style="list-style-type: none"> > Retrieve items from stores (Chelsea and Stevenage) for the purpose of providing public access to the collections, and return items to stores. > Provide occasional support for events, learning activities and public programmes (advance notice will always be provided).
Skills	<p>The role would suit someone:</p> <ul style="list-style-type: none"> > With good general standard of English literacy and numeracy. > Who would be happy to work as a team member and have a willingness to learn. > With a willingness and capacity to undertake manual handling tasks including the movement of collections objects. >With general ICT skills. > With an interest in/or experience of museums, archives, libraries or history. > With a general interest in British military history.
Support and Training	<ul style="list-style-type: none"> > In-house training will be provided that is specific to the role, which will include Site Induction; Health and Safety; Equality & Diversity; Object Handling and Packing; Basic Cleaning and Conservation; and specific Computer Applications, as required. > Additional role specific training involving customer service, collections and facilities familiarity, and an introduction to British military history will be provided. > Expenses: reasonable out of pocket lunch and travel expenses to and from place of work. > Volunteers' Handbook with helpful information.

	> Regular feedback meetings with designated supervisor.
Other key information	> Volunteers will work closely with the Research and Academic Access Curators who have varied specialisms, and may assist them with their other project work as required.
Benefits	> Become part of a friendly and dedicated team. > Gain practical knowledge of collections management within a UK national museum. > Contribute to the long-term preservation of the nation's heritage.
Interested?	> The opportunity is open to everyone aged 18 and over.
Closing Date	12.00pm (Noon) on Friday 7 September 2018
For an Application Form	http://www.nam.ac.uk/get-involved/volunteer