

**Volunteer Project 63, Readers Services Volunteers**

<b>Role</b>	Readers Services Volunteer
<b>Purpose</b>	<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>
<b>Responsible to</b>	Templer Study Centre (TSC) Manager, Reader's Services Officer, and other Department of Research and Academic Access staff.
<b>Times/Dates</b>	<p>Minimum one day a week, 0915-1715 between Tuesdays and Saturdays.</p> <p>Multiple placements are available, starting September/October 2019.</p>
<b>Location</b>	National Army Museum Chelsea.
<b>Tasks</b>	<ul style="list-style-type: none"> <li>&gt; 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.</li> <li>&gt; Provide advice on study resources and NAM collections to members of the public, and maintain high standards of customer service at all times.</li> <li>&gt; Invigilate the study centre to ensure safety and security of collections and readers at all times during opening hours.</li> </ul>

	<ul style="list-style-type: none"> <li>&gt; Retrieve items from Chelsea stores for the purpose of providing public access to the collections, and return items to stores.</li> <li>&gt; Provide occasional support for events, learning activities and public programmes (advance notice will always be provided).</li> </ul>
<b>Skills</b>	<p>The role would suit someone:</p> <ul style="list-style-type: none"> <li>&gt; With good general standard of English literacy and numeracy.</li> <li>&gt; Who would be happy to work as a team member and have a willingness to learn.</li> <li>&gt; With a willingness and capacity to undertake manual handling tasks including the movement of collections objects.</li> <li>&gt;With general ICT skills.</li> <li>&gt; With an interest in/or experience of museums, archives, libraries or history.</li> <li>&gt; With a general interest in British military history.</li> </ul>

<b>Support and Training</b>	<ul style="list-style-type: none"> <li>&gt; In-house training will be provided that is specific to the role, which will include Site Induction; Health and Safety; Equality &amp; Diversity; Object Handling and Packing; Basic Cleaning and Conservation; and specific Computer Applications, as required.</li> <li>&gt; Additional role specific training involving customer service, collections and facilities familiarity, and an introduction to British military history will be provided.</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; Regular feedback meetings with designated supervisor.</li> </ul>
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<b>Other key information</b>	> 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.
<b>Benefits</b>	> 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.
<b>Interested?</b>	> The opportunity is open to everyone aged 18 and over.
<b>Closing Date</b>	12.00pm (Noon) on Friday, 30 August 2019
<b>For an Application Form</b>	<a href="http://www.nam.ac.uk/get-involved/volunteer">http://www.nam.ac.uk/get-involved/volunteer</a>