

Volunteer Project 83, Visitor Experience Volunteer

Role	Visitor Experience Volunteer
Purpose	<p>To participate in the delivery of our ‘Handling Objects’ project and support the Visitor Experience Team in manning the galleries.</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	Visitor Experience Supervisor
Times/Dates	<p>Minimum one day a week, 2 placements available:</p> <p>Placement 1 – Tuesdays and/or Wednesdays, 1100hrs to 1600hrs</p> <p>Placement 2 – Sundays, 1100hrs to 1600hrs</p>
Location	National Army Museum, Chelsea, London SW3 4HT.
Tasks	<ul style="list-style-type: none"> > To work in collaboration with the VE Team. > To assist visitors in the galleries. > To facilitate a safe working environment for the valuable objects. > To assist in the delivery of object handling carts. > To develop skills in linking the objects with the story of the Army.
Administration	> To assist in the movement of the handling carts from storage to the galleries

	<ul style="list-style-type: none"> > To work with the VE Team and supervisor, to facilitate activities. > To monitor participant levels during sessions and events. > To evaluate sessions and provide feedback to inform future developments.
Skills	<p>The role would suit someone who:</p> <ul style="list-style-type: none"> > Has good (verbal) communication skills and is confident talking to a wide range of people. > Is happy to work with visitors of all ages and abilities. > Has a good general standard of English literacy and numeracy. > Is happy to work as a team member and have a willingness to learn. > Is able to work to a consistent pattern of tasks. > Has an enthusiasm for sharing skills and knowledge and understands how to help people get the best out of an experience. > Enjoys being creative and researching and learning about a new subject.
	<ul style="list-style-type: none"> > Has a knowledge or interest in military history or general British history. > Has experience of working with the public. > Has experience of researching a topic and presenting information on it.
Support and Training	<ul style="list-style-type: none"> > Full in-house training will be provided that is specific to the role, which will include gallery training, object handling; site induction; Health and Safety; Safeguarding; Equality & Diversity. > Expenses: reasonable out of pocket lunch and travel expenses. > Volunteers' Handbook with helpful information.

	<ul style="list-style-type: none"> > Regular feedback meetings with designated supervisor.
Other key information	<ul style="list-style-type: none"> > Security clearance required (provided by the Museum). > Working in the galleries and with the Handling Collection, will entail standing and moving around, and lifting some weights.
Benefits	<ul style="list-style-type: none"> > Becoming part of a friendly and dedicated team. > Gain practical knowledge of UK Museums and institutions and how they engage visitors. > Gain experience of delivering a range of activities inspired by the National Army Museum's collections.
Interested?	<p>>The opportunity is open to everyone aged 18 and over interested in gaining experience in the museum sector and learning more about the National Army Museum.</p> <p>To apply please send your completed application form and covering letter explaining why you are interested in volunteering, to hr@nam.ac.uk</p>
Closing Date:	<p>12pm (Noon) on 15th February 2019.</p> <p>(Interviews: 27th February 2019)</p>
For an Application Form please visit	<p>https://www.nam.ac.uk/volunteer</p>