

**Volunteer Project 82, Visitor Experience Volunteer**

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

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

	<ul style="list-style-type: none"> <li>&gt; Volunteers' Handbook with helpful information.</li> <li>&gt; Regular feedback meetings with designated supervisor.</li> </ul>
<b>Other key information</b>	<ul style="list-style-type: none"> <li>&gt; Security clearance required (provided by the Museum).</li> <li>&gt; Working in the galleries and with the Handling Collection, will entail standing and moving around, and lifting some weights.</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>&gt; Becoming part of a friendly and dedicated team.</li> <li>&gt; Gain practical knowledge of UK Museums and institutions and how they engage visitors.</li> <li>&gt; Gain experience of delivering a range of activities inspired by the National Army Museum's collections.</li> </ul>
<b>Interested?</b>	<p>&gt;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 <a href="mailto:hr@nam.ac.uk">hr@nam.ac.uk</a></p> <p><b>Closing date: 10<sup>th</sup> July 2019, 12pm (Noon).</b></p> <p><b>Interviews: 18<sup>th</sup> July 2019.</b></p>