

Volunteer Project 71, Volunteer Tour Guide

Role	Volunteer Tour Guide
Purpose	<ul style="list-style-type: none"> > Provide a welcoming environment and rewarding learning experience to museum visitors through guided tours. > Help visitors find their way around the Museum by giving short introductions and/or tours. > Help visitors gain a deeper level of understanding about the themes and issues discussed in the Museum’s galleries. > To offer volunteers a unique opportunity to play a key role while gaining experience working with a national museum collection of historic importance.
Responsible to	Head of Learning and Public Programmes
Times/Dates	Monthly meeting and on request (see other key information, below).
Location	National Army Museum, Chelsea, London.
Tasks	<ul style="list-style-type: none"> > Deliver a 45-minute highlight tour to the Museum’s visitors. > Opportunity to learn and deliver other themed tours around the Museum. > Opportunity to research a relevant topic of interest and contribute to the development of future tours. > Provide extra information about the Museum’s collections and activities to visitors. > Keeping informed about operational changes,

	<p>programme changes and changes in museum exhibits.</p> <ul style="list-style-type: none"> > Assisting, on occasion, with evening special event programmes. > In the event that a tour fails to show up, guides may provide support to visitors who may be interested in learning more about the Museum and collections.
<p>Skills</p>	<p>Would suit someone who:</p> <ul style="list-style-type: none"> > Is friendly and approachable. > Has a good standard of spoken English. > Has good communication skills. > Is willing to learn. > Understands good customer service. > Has an interest in and/or knowledge of British military history. > Has research experience. > Able to work both independently and as part of a team. > Able to speak comfortably before groups of people, receiving and answering questions. > Dealing skilfully with a variety of visitors under a variety of circumstances. > Able to adapt skills and knowledge to suit different learning audiences. > Recognizing and supporting the access needs of all visitors, making sure they have a comfortable experience.
<p>Support and Training</p>	<ul style="list-style-type: none"> > Full in-house training will be provided that is specific to the role, which will include volunteer and site induction; Health and Safety; Equality & Diversity; Visitor Experience, Communication, Object Handling; Basic Conservation; Material Identification; and specific Computer Applications, as required.

	<ul style="list-style-type: none"> > 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	<ul style="list-style-type: none"> > Hours/days of volunteering are flexible and will be discussed at interview.
Benefits	<ul style="list-style-type: none"> > Becoming part of a friendly and dedicated team. > Opportunity to contribute to developing the Museum's tours and learning programme. > Gain practical experience interacting with the Museum's diverse audiences. > Gain transferable skills to guide at alternative venues and sites. > Complimentary tickets to some Museum events and activities.
Interested?	<ul style="list-style-type: none"> > The opportunity is open to everyone aged 18 and over.
Closing Date	12pm (noon), Friday 7 September 2018
For an Application Form	http://www.nam.ac.uk/volunteer