

## Volunteering Opportunity:

### Gallery Assistant

The National Maritime Museum Cornwall is an independent, modern, multi-award winning Museum beautifully showcasing the historical, current and future role of the sea in shaping Cornish, national and international culture. We care for an enormous variety of objects, boats, pictures and archive material that relate to the maritime heritage of Cornwall and beyond, which form the basis of our permanent exhibitions.

Our volunteer team are at the very heart of the Museum, working alongside paid staff in a wide variety of roles.

#### The volunteer role:

The Gallery Assistant volunteer provides a warm welcome to our visitors as they explore the Museum. They provide information, guidance and assistance enhancing the visitor experience, leading to a greater understanding of our collections. They help to create an unforgettable day out for our visitors.

They provide a welcoming presence engaging and interacting with visitors of all ages, answering a variety of queries, directing people around the Museum, ensuring our visitors have a safe and enjoyable visit.

They provide additional security of our objects on display which enables the Museum to show exhibitions and loans from national collections.

#### Key tasks:

- Welcome visitors, engaging and interacting with visitors of all ages, providing assistance and directions where necessary
- Deal with visitor queries in a friendly and helpful manner
- Invigilate the gallery providing additional protection and security of our exhibitions and displays
- Ensure our visitors have a safe and enjoyable visit with regards to health and safety
- Assist with the evacuation of visitors in an emergency situation
- Be fully conversant with fire and emergency evacuation procedures which includes attending evacuation training at least once per year
- If willing and happy to, provide a short ten minute talk on a particular exhibition/display to our visitors e.g. Lookout, demonstration on knots
- Inform the Duty Manager of any problems via the radio e.g. faulty equipment, first aid requests etc.
- Be aware of the arrangements for visitors with particular needs and provide help and assistance as appropriate
- Assist with the training of new volunteers, when requested
- Attend Department meetings, as appropriate
- Undertake training, including induction and role specific training

## What qualities, skills and experience do I need?

- Good communication skills, good at starting conversations with people of all ages
- Friendly, helpful and approachable
- Have a passion for excellent customer service
- Are willing and able to share information and knowledge with visitors
- Are willing and interested in learning about the Museum and our collections
- Are reliable and committed

Please note – Whilst this role requires standing for periods of time, there is seating available which you can utilise in most Galleries

## What's in it for you?

- The opportunity to develop your knowledge about the Museum and our collections
- Gain valuable experience to enhance your CV and job applications
- Great experience of working within a busy heritage attraction, and a valuable insight into the different job roles within the tourism/heritage sector
- The opportunity to develop your communication skills
- An enjoyable volunteering experience
- An opportunity to meet a variety of people from all walks of life and make new friends
- Join a welcoming and friendly team of staff and volunteers
- Satisfaction of giving back to the community by helping with the work of the Museum

## Hours and commitment:

|             |   |
|-------------|---|
| Commitment: | At least one shift per week – half day either morning or afternoon              |
| Day:        | We are open seven days a week   |
| Time:       | Morning shift – 9.45am until 1.30pm OR<br>Afternoon shift – 1.15pm until 5.00pm |

## Supervision and support:

All volunteers will be expected to undertake general induction training, which lasts a morning. Volunteers will then be 'buddied' with an existing Gallery Assistant volunteer who will provide further training and support. Direct supervision and support will be provided by the Duty Manager and Visitor Services Manager.

## Application process:

If you are interested in this volunteer opportunity, please complete a volunteer registration form, which can be downloaded from our website and send it by email to [lindafrust@nmmc.co.uk](mailto:lindafrust@nmmc.co.uk) or contact Linda Frost, Human Resources Manager, on 01326 214559 to request a registration form or further information.