

Volunteering Opportunity:

Gallery Assistant: Tattoo Exhibition

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 current exhibition Tattoo: British Tattoo Art Revealed is a genuinely ground-breaking and comprehensive history of British tattooing, featuring cutting edge designers, leading academics and major private collectors. The largest gathering of real objects and original tattoo artwork ever assembled in the UK featuring over 400 original artworks, photographs and historic artefacts.

The volunteer role:

The Tattoo Gallery Assistant volunteer provides a warm welcome to visitors as they explore and enjoy this fascinating exhibition. They provide information, guidance and assistance enhancing the visitor experience, leading to a greater understanding of the rich objects in this collection, helping 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 exhibition, 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 and private collectors.



Key tasks:

- Invigilate the Tattoo gallery providing additional protection and security of our exhibitions and displays
- 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
- 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
- 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
- Attend Department meetings, as appropriate
- Undertake training, including induction and role specific training

This role would suit people who:

- Have an interest and enthusiasm for the exhibition content
- Have good communication skills, good at starting conversations with people of all ages
- Are friendly, helpful and approachable
- Have a passion for excellent customer service
- Are willing and able to share information and knowledge with visitors
- Are reliable and committed

What's in it for you?

- The opportunity to develop your knowledge and interest about the History of Tattoo's
- Gain valuable experience to enhance your CV and job applications
- Join a motivated and enthusiastic team
- 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
- Enjoyment from meeting people from all walks of life and make new friends

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 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 lindafrost@nmmc.co.uk or contact Linda Frost, Human Resources Manager, on 01326 214559 to request a registration form or further information.