

## **Volunteer Gallery Assistant Role Description**

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.

### **What will I be doing?**

You will provide a warm welcome to visitors as they explore the Museum. Gallery volunteers provide information on our exhibitions enhancing the visitor experience, leading to a greater understanding of our collections. They help to create an unforgettable day out for visitors. Gallery volunteers provide a welcoming presence in our galleries engaging and interacting with visitors of all ages, answering a variety of questions, directing people around the Museum, ensuring our visitors have a safe and enjoyable visit, whilst also providing additional security in our galleries which enables the Museum to display objects from national and international collections.

### **Key tasks:**

- Welcome visitors, engaging and interacting with visitors of all ages, providing assistance and directions where necessary
- Be friendly and approachable to all visitors
- Answer visitor enquiries in a friendly and helpful manner
- If willing and happy to, provide a short ten minute talk on a particular exhibition/display
- Invigilate the gallery providing additional protection and security of our collections and objects on display
- Ensure our visitors have a safe and enjoyable visit with regards to health and safety
- Recognise and respond to the specific needs of all our visitors
- Assist with the evacuation of visitors in an emergency situation
- Inform the Duty Manager of any problems or issues using the VHF radio

### **Where will I be based?**

You will be based in the National Maritime Museum Cornwall, Falmouth.

### **How much time will I be expected to give?**

We are looking for people who can regularly volunteer, ideally for just a morning or afternoon each week. The Museum is open seven days a week, and there are two shifts available each day; 9.45am until 1.30pm and 1.15pm until 5.00pm.

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

No experience or qualifications are necessary as this is an excellent opportunity to gain new skills. However this role would suit people who:

- Have good communication skills, good at starting conversations with people of all ages
- Are welcoming, approachable and helpful
- Are proactive with a positive nature, an interest in providing an excellent visitor experience
- Enthusiastic and willing to learn about the Museum and our collections
- Reliable, well-presented, friendly and polite
- Comfortable working as part of a team; supporting other volunteers
- Are able to work with and without supervision

## What support and training will I receive?

All volunteers will receive a welcome training session which includes an introductory tour of the Museum. New volunteers will receive training from a member of staff from our Visitor Services team and will also be 'buddied' with an existing volunteer who will provide further training and support. Direct supervision and support will be provided by our team of Duty Managers.

## What will the Museum expect from me?

- To be reliable in attendance and dependable; to be at your station in time for the start of your shift
- To wear the Museum volunteer uniform where provided
- Maintain good working relationships with staff, other volunteers and visitors
- Assist with the training of new volunteers
- Undertake appropriate training and attend department meetings
- Represent the Museum in a positive manner at all times
- Be fully conversant with fire and emergency evacuation procedures which includes attending evacuation training at least once per year
- Observe the Museum's policy and procedures

## What can I expect from the Museum?

- A welcoming and enjoyable experience
- The opportunity to learn and develop new skills and experience; fine tune your excellent communication skills
- To be treated fairly and with respect
- To become part of a friendly, motivated and dedicated team
- Recognition and appreciation for your contribution
- The opportunity to meet people from all walks of life and make new friends
- Personal satisfaction that you have made a real difference to our visitors' experience
- Valuable work experience for those wishing to work in the culture and heritage sector
- Gain valuable experience to enhance your CV and job applications
- Free entry for you and a guest to the Museum; discount in our Café and Shop
- Reimbursement of travel expenses between home and the Museum
- Free parking when carrying out volunteering duties