

Family Craft Activity Volunteer (holiday periods) Role Description

Our award-winning learning team offer free, hands-on craft activities and events for our family audiences during the school holidays. Currently these include drop-in 'make and take' craft activities, children's trails and interactive shows performed by theatre groups.

Our volunteer learning team help us deliver this programme, playing an important role in delivering our core aim:

'To build a reputation as a leading venue for children's learning in Cornwall'.

What will I be doing?

You will assist visitors to help deliver these activities, working with children and families of all ages. Family Craft Activity volunteers provide vital support to our learning team during our busy school holiday periods to ensure the smooth running of these activities, which are fun and rewarding for our visitors.

Key tasks:

- Setting up and clearing away the resources needed for the session; set out the tables and benches and the equipment required for the craft activity at the beginning of each session, and clearing up at the end
- Assist families with the craft activities; themes will be linked to our collection, current exhibition or theatre show – for example this summer families will have the opportunity to make a Pirate Cutlass, Parrot, Pirate Hand or Treasure Chest as part of our Pirate School activity
- Welcome and chat with families who are taking part in the activities ensuring a safe environment is maintained
- Explain instructions in a pleasant and helpful manner, assisting where appropriate
- Be friendly and approachable to all visitors
- Answer visitor enquiries in a friendly and helpful manner

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?

The Museum is open seven days a week; the shift available on each day would be from 11.30am until 3.30pm. We are looking for people who can regularly volunteer during school holiday periods, ideally for one or two days each week.

What skills, qualities and experience do I need?

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

- Have good communication skills; friendly, helpful, enthusiastic and welcoming
- Are keen to learn and gain experience from working with children in an informal learning environment
- Are reliable, with good timekeeping and well-presented
- Enjoy working as a team
- Are able to work with and without supervision when required
- Feel comfortable working with children but you will not be left to supervise any child alone (children will always be accompanied by a parent/carer while in the Museum)

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 Learning team and will also be 'buddied' with an existing volunteer who will provide further training and support. Direct supervision and support will be provided our Creative Learning Manager and Learning Assistant.

What will the Museum expect from me?

- To be reliable in attendance and dependable
- To wear the Museum volunteer uniform where provided
- Maintain good working relationships with staff, other volunteers and visitors
- 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 gain valuable experience to enhance your CV and job applications; valuable work experience for those wishing to work in the heritage sector
- Develop your communication skills; gaining confidence working with children and family audiences
- Personal satisfaction that you have made a real difference to our visitors' experience
- Experience of working as part of a friendly team
- Meet people from all walks of life and make new friends
- To be treated fairly and with respect
- Recognition and appreciation for your contribution
- 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
- To have fun!