

Visitor Experience Volunteer Role Description

The National Maritime Museum Cornwall is a place to enrich your understanding of the sea and Cornwall.

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?

Visitor Experience volunteers provide a warm and friendly welcome for our visitors when they arrive and whilst they explore the Museum. They engage with visitors, providing information on our exhibitions and activities, as well as providing helpful directions to our galleries and facilities. They provide a welcoming presence in our galleries interacting with visitors of all ages, answering a variety of questions, helping to create an unforgettable day out for our visitors. They ensure our visitors have an enjoyable and safe visit, whilst also providing additional security in our galleries which allows us to display objects from national and international collections.

Key tasks:

- Provide a friendly greeting to visitors as they arrive and towards the end of the day thank them for their visit and say goodbye
- Check visitor tickets as they enter the Main Hall and inform visitors about our current exhibition, events and activities to help them plan their visit
- Answer enquiries in a friendly and helpful manner, engaging and interacting with visitors of all ages, providing assistance and directions when required
- 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:

- Are good at starting conversations with people of all ages, willing to share information with visitors without being asked
- Are welcoming, approachable and helpful
- Are proactive with a positive nature, an interest in providing an excellent visitor experience
- Enthusiastic, willing and interested to learn about the Museum and our collections
- Reliable, punctual, 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 receive a welcome training session which includes an introductory tour of the Museum. Visitor Experience volunteers will receive training from our Visitor Services team and will also shadow 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 the friendly welcome of the Museum and deliver excellent customer service
- To be reliable in attendance and dependable; to be in good 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
- Valuable work experience for those wishing to work in the heritage sector
- Gain valuable experience to enhance your CV and job applications
- 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
- Satisfaction of giving back to the community; promoting the work of the Museum
- 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