

## Visitor Experience Volunteer Role Description

The National Maritime Museum Cornwall is the 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 as a Visitor Experience Volunteer?

Visitor Experience volunteers provide a warm and friendly welcome for our visitors whilst they explore the Museum. You'll engage with visitors, providing supplementary, additional in-depth information about our exhibitions and activities, as well as providing helpful directions to our galleries, assisting visitors to discover the abundance of artifacts and hidden treasures within. You'll provide a welcoming presence in our galleries interacting with visitors of all ages, helping to create an unforgettable day out for our visitors. You'll also help to maintain Health & Safety within the Museum, among other tasks (please see below).

#### Key tasks:

- Provide a friendly greeting to visitors as they explore our exhibitions and galleries
- Answer enquiries in a friendly and helpful manner, engaging and interacting with visitors of all ages, providing support and directions when required
- Invigilate the gallery providing additional protection of our loaned 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
- Use a radio to communicate with members of staff and other volunteers when necessary

#### Other responsibilities may also include:

- Working with our collection items to enhance our visitor experience (e.g. conducting object handling sessions, additional training provided)
- Opportunities to assist with evening events
- Encourage visitors to complete visitor experience surveys
- Contribute ideas and feedback to improve the visitor experience
- Provide help with specific tasks during new exhibition installs
- Provide support to the Learning team (e.g. preparation for holiday activity programmes)

#### 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, and the Visitor Experience volunteer role is split into two shifts each day; 9.45am until 1.30pm and 1.15pm until 5.00pm. We are keen to find people who can volunteer regularly, ideally for just a morning or afternoon each week. We are happy to consider more flexibility depending on your availability.

## 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 comfortable 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 our staff and volunteers
- Able to work with or 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 Experience team and will also shadow an existing volunteer. The Visitor Experience Manager will provide direct and ongoing supervision and support.

## What will the Museum expect from me?

- Excellent customer service, to be the friendly face of the Museum
- To be reliable in attendance and dependable; to be on time for the start of your shift
- To wear the Museum volunteer uniform which is provided
- Maintain good working relationships with staff, other volunteers, and visitors
- Assist and support with the training of new volunteers
- Undertake appropriate training and attend department meetings
- Always representing the Museum in a positive manner
- To attend evacuation training at least once a year in order to be fully conversant with the fire & emergency evacuation procedure
- Observe all relevant policies and procedures produced by the Museum
- We expect staff and volunteers to treat each other and Museum visitors fairly and with respect regardless of their background (including gender, sexual orientation, age, parental or marital status, disability, religion, colour, race, ethnic or national origins, or socio/economic background)

## What can I expect from the Museum?

- To be part of an enthusiastic, welcoming, and friendly team
- A rewarding and enjoyable experience
- The opportunity to gain knowledge and develop new skills
- Gain valuable experience to enhance your CV and job applications, particularly for those wishing to work within the heritage sector
- To be treated fairly and with respect
- 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
- Contributing to the development and life of National Maritime Museum Cornwall
- 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
- Volunteer Social events – including monthly breakfasts, annual party, tours of our stores and library, meetings, and collections-based training at the Museum