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|  | Visitor Experience VolunteerRole Description |

**ROLE TITLE**

Visitor ExperienceVolunteer

**ROLE TYPE**

Public Programmes Support

**REPORTS TO**

Visitor Engagement Team

**ROLE RATIONALE**

Developed in conjunction with the Visitor Engagement, Membership and Learning departments this is an exciting opportunity for individuals to help us enhance visitor experience and raise awareness of IWM

This particular role revolves around visitor engagement and includes a range of activities from promoting fundraising events to starting object conversations with visitors; giving volunteers a chance to really hone their communication skills get involved with our departments and learn about the multifaceted approach needed for a multi branch organisation.

Successful candidates will act as information hot-spots at busy points throughout the museums and engage visitors through short talks and activities. Volunteers will be provided with up-to-date information, which will enable you to increase visitor knowledge and enrich their visit.

We are looking for candidates who are enthusiastic, approachable and friendly with a genuine interest in museums and can confidently represent the IWM. Applicants should be available to volunteer 1 day per month between 10.30am and 4.30pm. Full training and supervision will also be given.

Volunteers will be on duty in support of and not to replace the roles already undertaken by our paid staff.

Karen Gurney

Volunteer Programme Manager

May 2017

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| **What will you be doing?**  | • Be a part of the interpretive journey of visitors, helping to connect, deepen and enrich a visitors’ experience • Help to create connections between visitors and IWM by delivering short talks and activities • Gain knowledge about the social effects of conflict• Share your knowledge with visitors in an engaging way via activities and visitor hosting.• Support the VACEO and Visitor Services team in providing excellent customer service • Liaise with the Visitor Engagement Team to ensure that the information provided to visitors is accurate and up-to-date.• Help to increase the number of new members joining on site and to assist existing members. The growth in new members will help to increase income generation for Membership, which is vital in financially supporting the work of IWM. |
| **What will you not be doing** | * Volunteers will interact with IWM visitors however they will not undertake the full range of duties of a VaCEO, Visitor Services Team or Yeoman member of staff.
* Volunteers will not be responsible for visitor evacuations or safety systems whilst volunteering.
* Volunteers will not be asked to conduct full ‘behind the scenes tours’ of any branch, this will continue to be delivered exclusively by IWM Staff.
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| **Who are we looking for?** | People who are:• Friendly, creative and adaptable• Reliable• Communicative and team focused• Committed to learning• Interested in IWM• Knowledgeable of the local area and/or open to learning• Experienced in delivering interpretive experiences and/or open to learning.• Can facilitate discussion without dominating with own ideas and opinions |
| **Commitment**  | Volunteers must meet a minimum commitment of at least: One shift 10.30 – 4.30 per monthAttending updates / educational sessions as offeredThe role will be trialled for 6 months with a view to continuing long term. |
| **Benefits to you** | Volunteers will:* Have an opportunity to be involved in a world-leading organisation

• Be part of a team of friendly, like-minded people• Receive training and the opportunity to learn new skills, in particular presentation and interpretation skills, and to apply your learning in a meaningful way• Receive a range of benefits including discounts, invitations to special events and regular news updates• Have an opportunity to get involved in other volunteer roles subject to interest and availability• Reimbursement of travel expenses up to £10 per day |
| **Selection Process**  | The application process is as follows;• Written application• Group interview (approx. 4 hours)  |
| **Training** | All new volunteers must attend and complete the following training:• Branch induction – one day• Facilitating interpretive experiences – One day• ongoing updates and training – it is desirable that volunteers attend at least 2 update /education sessions per year (evening and weekend dates are made available). |
| **Requirements** | • Applicants must undergo a DBS Check• Compliance with the Volunteers Code of Conduct• Wear the expected uniform • Be over 18 years old• Demonstrate a passion for IWM |
| **Equality and accessibility** | Adults of all ages, cultural backgrounds, abilities and skills are encouraged to become IWM volunteers. All volunteers must ensure that they are able to carry out and commit to the time and learning requirements as set out in the role. There is no upper age limit as long as you continue to be able to fulfil the physical requirements of the role. |

For Further Information Contact:

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