

Visitor Experience Volunteer Role

Purpose of the role:

The Visitor Experience Team at Museums Sheffield aims to ensure that every single visitor feels welcome and valued, and to provide opportunities to make the city's museum collections accessible to the widest audience possible. We aim to inspire people to get involved, be creative and connect with their city, and the Visitor Experience Team is front and centre of this approach to visitor care and participation.

Where will you be volunteering?

We are looking for Visitor Experience volunteers to be based at Weston Park Museum initially, with potential for volunteering opportunities at Millennium Gallery and Graves Gallery.

What will you be doing?

There are various ways in which volunteers can help to support people visiting the museums and to help us achieve more in our charitable work. You will have a chance to discuss with staff what your preferences are and there will be opportunities to get involved in some or all of the following aspects of visitor engagement:

- Assisting the staff team in providing an excellent welcome to all visitors to our galleries and sites.
- Meeting and greeting visitors; ensuring everyone has an enjoyable and safe time.
- Helping to orientate and assist visitors who might need support or guidance during their visit.
- Monitoring visitor behaviour and interaction in our galleries and keeping an eye on the displays, exhibitions and installations.
- Promoting the Friends Membership scheme, the events programme and other opportunities for visitors to get more involved.
- In addition to the above there may be a chance to get involved with other aspects of volunteering to engage visitors, such as "Talking Tables" or conducting surveys with visitors.

What's in it for me?

- A great opportunity to be involved in the work of the Visitor Experience Team at Museums Sheffield
- Spending time with like-minded people in the dynamic and vibrant exhibition and gallery spaces alongside staff and other volunteers
- Learning more about and helping to directly support Museums Sheffield's charitable work
- Developing your communication and customer service skills in a supportive environment
- Access to a range of social and networking opportunities with other volunteers and staff
- Relevant training opportunities are made available to volunteers as they arise
- You can claim back out-of-pocket travel expenses for public transport, or 45p per mile if driving a car, up to a max of £5 per day.

When can I volunteer?

Volunteering opportunities are available at the museum over 7 days a week – either from 11am – 1pm or 1pm – 3pm. Ideally, volunteers will make a regular commitment of one or two slots per week - however this is entirely flexible to meet needs and fit lifestyles.

MuseumSheffield

To register your interest in this role, please email volunteering@museums-sheffield.org.uk with an expression of interest in 300 words or less by the end of the day on Sunday 22nd July. There will be a selection day on Monday 30th July including informal interviews with our Visitor Experience Managers. It would be helpful if you could also complete our general online application form for volunteering. Thank you.