

## **Visitor Research Volunteer**

### **Location:**

Millennium Gallery, Sheffield city centre  
Graves Gallery, Sheffield city centre  
Weston Park Museum, Western Bank, S10 2TP

### **Purpose of the role:**

Visitor Research volunteers support our work by gathering feedback from our visitors which help us learn more about their experience and how we can improve it. The information our Visitor Research volunteers gather is invaluable in helping Museums Sheffield understand who is visiting our sites and what motivates them to visit. Thanks to Visitor Research volunteers, Museums Sheffield is able to continue to improve and develop its visitor experience, as well as its programme of exhibitions and events, to ensure it is providing the best possible museum and gallery service for the people of Sheffield and visitors to the city alike.

### **Training and support will be given to all volunteers taking up this role**

Volunteers will be given an individual induction, followed by on-site training and demonstrations on how to complete the research, as well as guidance on how to respond to visitor enquiries.

### **The role includes:**

- Engaging visitors to complete our Audience Finder questionnaire, a short app-based survey conducted on an Android tablet (full training given on the use of the tablet). Questions focus around simple demographic information, people's motivation for visiting our sites and the quality of their visit.
- Where appropriate, signposting visitors to information on Museums Sheffield's exhibitions, events and wider programme.
- Assist visitors in subscribing to Museums Sheffield mailing list should they wish to.
- Use existing communications methods (i.e. Museums Sheffield comment cards) to pass any visitor queries to the relevant Museums Sheffield staff.

### **The benefits for you:**

- Spending time in the diverse exhibition spaces at Millennium Gallery, Graves Gallery and Weston Park Museum.
- Developing your communication, research, customer service and organisational skills (support and training will be given as part of the induction to the role).
- Meeting like-minded people and being a member of an enthusiastic and knowledgeable team.

- Learning more about and helping to directly support Museums Sheffield's charitable work.
- Opportunity to help out with other events or volunteering at Millennium Gallery or Weston Park Museum
- You can claim back out-of-pocket transport expenses up to a max £5 (round trip) for public transport, or 45p per mile if driving a car.

### **Skills & Personal Qualities:**

- Ability to communicate face-to-face in an effective and friendly manner.
- Outgoing, approachable and helpful.
- Enjoy communicating with our visitors in a relaxed and informal way
- Reliable and trustworthy

### **When can I volunteer?**

We ask Visitor Research volunteers to sign up to one half day per week for a 6 week period. Volunteering can be undertaken on any day of the week to suit the volunteer.

Contact us to express your interest in this role at [volunteering@museums-sheffield.org.uk](mailto:volunteering@museums-sheffield.org.uk)