

## Visitor Research Volunteer Role

### Purpose of the role:

We're looking for volunteers who can give just a couple of hours of time, whenever is convenient for you, to ask visitor questionnaires across our sites. 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. This information 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.

### Where will you be volunteering?

You will be based at Graves Gallery, Weston Park Museum or Millennium Gallery.

### What will you be doing?

- 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

### What's in it for me?

- You will gain practical market research experience whilst developing an insight into museum and gallery visitors
- Developing your communication, research, customer service and organisational skills
- Spending time in the diverse exhibition spaces at Millennium Gallery, Graves Gallery and Weston Park Museum
- 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
- Access to a range of social and networking opportunities with other volunteers and staff
- Training and support will be given to all volunteers taking up this role
- You can claim back out-of-pocket transport expenses up to a max of £5 for public transport, or 45p per mile if driving a car, per day

### What skills will I need?

- 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?

# MuseumSheffield

We ask Visitor Research volunteers to sign up to a minimum of a single 2 hour shift 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). Please email us 150 - 200 words about why you would be right for this exciting opportunity.