

VOLUNTEER GALLERY SUPERVISOR

Statement of purpose:

All volunteer roles must actively support the museum’s mission in the interpretation and care of Egyptian Archaeological material and related documentation for the education and entertainment of the public. They will do this by actively practising the three core roles of the museum in any role they undertake: **Preservation of the collection; Education and Widening participation.**

Responsible to: The Volunteer Manger

Purpose: To supervise and ensure the safety and security of the collection and gallery, whilst making visitors feel welcome and providing a stimulating and enjoyable experience.

Criteria to be completed prior to role being attained:

- 60 hours completion
- Completion of Gallery Assistant Criteria
- Customer Care 2 (30 min staff workshop)
- Preventative conservation (staff workshop)
- Gallery tour 2 (Staff Workshop)
- Working knowledge of at least 2 other educational activities in the galleries
- Completion of work book
- MAINTENANCE OF ROLE: ‘Customer care, Health and Safety’ refresher course attended every year

Key duties and Responsibilities	Outcome Expected
<i>Visitor and customer care (core job)</i>	<i>Setting an example in visitor interaction to ensure visitors enjoy their visits.</i>
<i>Gallery maintenance (Core job)</i>	<i>The museum, collection, visitors and staff are safe and secure.</i>
Providing information when required	Meet specific needs of visitors
Organising the behaviour of groups	Efficient management of visitor flow and timekeeping
Cleaning/basic preventative conservation	Basic tasks to keep Galleries clean tidy and collection safe
Leading Gallery work	Leading the gallery, ensuring all staff have had breaks, setting examples in visitor interaction and other museum practises
Full working knowledge of the chosen gallery	Visitors can ask more in depth questions about the gallery.

Skills Required

- Communication Skills
- Organisation
- Customer Relations
- Understand and follow procedures
- Reliable
- Positive manner
- Willingness to learn and develop
- Willingness to lead