

VOLUNTEER GALLERY ASSISTANT

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

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

Criteria to be completed prior to role being attained:

- ***20 hour induction –to include the completion of the following:***
- Health, safety and safeguarding training (induction)
- Customer Care 1 (30 min staff workshop)
- Gallery Tour 1 (staff or designated peer)
- Completion of all tasks in workbook for this role
- All 3 public activities delivery and assessment (mummification/materials/senet)

Key duties and Responsibilities	Outcome Expected
<i>Visitor and customer care (core job)</i>	<i>Make the Museum more enjoyable for visitors.</i>
<i>Gallery maintenance (Core job)</i>	<i>The museum, collection, visitors and staff are safe and secure.</i>
Delivery of 3 public educational activities	Senet, mummification and materials board activity delivery
Providing information when required	Meet specific needs of visitors
Helping organise group flow	Efficient organisation of visitor flow and timekeeping within gallery
Cleaning/basic preventative conservation	Basic tasks to keep galleries clean tidy and collection safe
Signposting	To ensure visitors visit both galleries and get questions answered effectively, including interactive displays

Skills Required

- Communication Skills
- Customer Care
- Understand and follow procedures
- Willingness to learn and develop independently
- Reliable
- Positive manner