

Hands on History Volunteer (Visitor Experience)

Role	Hands on History Volunteer
Purpose	<p>To work as part of the Visitor Experience (VE) team within the Operations Division to deliver a welcoming, engaging and memorable visit to all of our visitors.</p> <p>Your role is to participate in the delivery of our Hands on History Carts – themed carts kitted out with items from the Museum’s handling collection. It will be integral to telling the story of Our Army and will support the delivery of our world-class visitor experience.</p> <p>This is an interactive hands-on role, in which a highly enthusiastic person with an interest in the history of Our Army will thrive. Confidence in engaging with the public will be key.</p>
Responsible to	Visitor Experience Supervisor
Times/Dates	Saturdays, 11am – 4pm
Location	National Army Museum, Chelsea
Tasks	<p>The Hands on History Volunteers are responsible for:</p> <p><u>Visitor Engagement in the Galleries</u></p> <ul style="list-style-type: none"> • To deliver the Hands on History carts. • To develop skills in linking the objects in the Hands on History Carts with the story of the Army and other objects in the Galleries. • Working in collaboration with the VE Team to assist visitors in the Galleries. • To facilitate a safe working environment for the valuable objects. <p><u>Administration</u></p> <ul style="list-style-type: none"> • To assist in the movement of the handling carts from storage to galleries. • To work with the VE Team and Supervisor to facilitate activities. • To monitor participant levels during sessions and events. • To evaluate sessions and provide feedback to inform future developments.

<p>Skills</p>	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Have excellent verbal communication skills and is a confident talking to an audience. • Have enthusiasm for sharing skills and knowledge and understanding how to help people get the best out of an experience. • Enjoys being creative and researching and learning about a new subject. • Can work with visitors of all ages and abilities. • Is happy to work as a team member and have a willingness to learn. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Has a knowledge or interest in military history or general British history. • Has experience of working with the public. • Has experience of researching a topic and presenting information on it.
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<p>Support and Training</p>	<ul style="list-style-type: none"> • Full in-house training will be provided that is specific to the role, which will include: gallery training, object handling, site induction, Health and Safety, Safeguarding, Equality and Diversity. • Volunteers' Handbook with helpful information.
<p>Other key information</p>	<p>Volunteers will work closely with staff, to the set standards.</p>
<p>Benefits</p>	<ul style="list-style-type: none"> • Expenses: Reasonable out of pocket travel expenses to and from place of work and lunch will be covered. • Becoming part of a friendly and dedicated team. • Gain practical knowledge of UK Museums and institutions and how they engage visitors. • Gain experience of delivering a range of activities inspired by the National Army Museum's collections.
<p>Interested?</p>	<p>The opportunity is open to everyone aged 18 and over.</p>
<p>Closing Date</p>	<p>Friday 14th June 2024 at 12.00pm (Noon)</p>
<p>Interview Date</p>	<p>Saturday 22nd June 2024</p>
<p>For an Application Form</p>	<p>https://www.nam.ac.uk/volunteer</p>