

Volunteer Exhibition Guide: Role Profile 2019

16 March – 3 November 2019

Kaffe Fassett's Quilts in America

The Museum is delighted to welcome back Kaffe Fassett for our 2019 special exhibition. We will be showcasing 20 brand new quilts designed by Kaffe. These stunning new artworks have been inspired by the Museum's world-renowned collection of antique American quilts. The exhibition will provide visitors a unique opportunity to see the old and the new alongside one another. The exhibition will include: 20 new Kaffe Fassett, Liza Prior Lucy, and Brandon Mably designed quilts; 18 historic quilts from the collection of the American Museum.

All Shook Up: Thomas Kellner's America

'I'm in love, I'm all shook up'. What better way to describe German photo artist Thomas Kellner's relationship with America than through the words of Rock and Roll legend Elvis Presley.

For this exhibition Kellner has selected some of his favourite pieces that capture well-known landmarks in America. We're sure you'll recognise many of the monuments from Chicago, New York, San Francisco, and Las Vegas. The centrepiece of the exhibition is the Grand Canyon, which will be on display to an international audience for the first time. The artwork is over 4 metres long and is Kellner's largest artwork to date.

The role:

As a Volunteer Exhibition Guide you will play a crucial part in enhancing the visitor experience of the exhibition through personal interaction and by interpreting the exhibits while maintaining both visitor and display safety and security.

Key accountabilities:

Guiding

- To provide an excellent customer experience by interacting with all our visitors and providing information regarding the exhibition and other services offered by the Museum
- Welcoming visitors to the exhibition and checking tickets
- Enforcing Museum policies when necessary e.g. the exhibition photography policy, no touching the tempting textiles!
- Acting as the first point of contact in the exhibition gallery for enquiries of all natures
- Be an advocate for the Museum and its commitment to the care and preservation of objects for future generations

Monitoring of displays

- Mobile roaming of the exhibition to uphold the security of the collection on display
- Reporting customer feedback and comments on displays through the appropriate channels

Health and Safety

- Have a thorough knowledge of the emergency evacuation procedures for the exhibition gallery and ensuring these are followed correctly

- Following Museum's Health and Safety Policy and adhering to the Museum's Volunteer Guidelines at all times

- Providing general support**
- Confidently operating the museum radio system to communicate when necessary
 - Reporting faults, breakdowns or health and safety issues immediately via the appropriate channels
 - Reporting customer feedback on the exhibition
 - Complying to the Museum's security and access control procedures
 - Complying to the Museum's Care and Conservation Policy
- Training**
- Attending programmed training sessions to ensure that you have received all relevant training

What's in it for you?

- Share your passion for the Museum and its quilt collection with our visitors
- Develop an excellent working knowledge of the quilts on display
- Spend time 'up close and personal' with new unique works of art as well as beautiful historic examples from our own collection. Pieces on display will not be covered with Perspex or Melinex, providing you with a unique opportunity to really spend time examining all the small details
- Improve your understanding of the conservation work that museums undertake and why it is so important in ensuring the longevity of pieces in our care
- Learn more about Kaffe Fassett's and Thomas Kellner's work
- Meet new, like-minded people
- Have fun working in a friendly and dedicated team

Extra information

- Time commitment**
- 2 sessions per month, Monday to Sunday. Sessions are 9.45am-2pm or 1.15-5pm
 - The exhibition will run from 16 March – 3 November 2019
- Volunteer Manager**
- Email (preferred) Sharon Blanchard
 volunteering@americanmuseum.org
- Tel 01225 823017
- What to wear/ bring**
- Packed lunch, or money to buy lunch in the café
 - Dress code is smart casual.
 - A volunteer lanyard/name badge, provided by the Museum
- Training/Resources**
- Pre-planned study sessions in the Museum Library and Archives, formal training sessions, independent study, and on-going review
- Expenses**
- Out-of-pocket travel costs between home and volunteering place will be paid, and other reasonable expenses that have been agreed in advance

About the American Museum

The Museum was founded in 1961 and with its remarkable collection of folk and decorative arts it shows the diverse and complex nature of American traditions. The only museum of Americana outside the United States, it was founded to bring American history and cultures to the people of Britain and Europe.

This role is purely voluntary and this arrangement is not meant to be a legally binding one or an employment contract