

**Volunteer Exhibition Guide**

**Role Profile**

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**What is an Exhibition Guide?**

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. Our special exhibition changes each season. Please check our Exhibitions page (add link) for details of this year’s presentation.

**What’s involved?**

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| **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 exhibits.
* 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.
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| **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.
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| **Health and Safety**  | * Having 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 Guidelinesat all times.
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| **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.
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| **Training** | * Attending programmed training sessions to ensure that you have received all relevant training.
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**What’s in it for you?**

* Share your passion for the Museum with our visitors.
* Develop an excellent working knowledge of the exhibits on display.
* Spend time ‘up close and personal’ with new unique works of art as well as beautiful historic objects.
* 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.
* Meet new, like-minded people.
* Have fun working in a friendly and dedicated team.

**Extra information**

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| **Time commitment** | * Minimum of 2 sessions per month, Monday to Sunday. Sessions are 9.45am-1.30pm or 1.15-5pm.
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| **Volunteers Manager**Email (preferred)Tel | * Sharon Blanchard

volunteering@americanmuseum.org01225 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.
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| **Training/Resources** | * Pre-planned study sessions in the Museum Library and Archives, formal training sessions, independent study, and on-going review.
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| **Expenses** | * Out-of-pocket travel costs between home and volunteering place will be paid up to a maximum of £9 per session.
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**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.

The Museum tweaked its name in September 2018 to become American Museum & Gardens, marking the launch of the transformed Mount Vernon and new, New American Garden.

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