**UCL Culture Museum Volunteer Role Profile**

**Commitment:**Flexible

Shifts will initially be available on the following days: Tuesdays - Fridays 13:00-17:00 Saturdays 11:00-14:00 or 14:00-17:00 You will be able to choose how many shifts you want to do each month. Your shifts will usually begin with a briefing 15 minutes before the museums open and you will be expected to arrive 45 minutes earlier on your first shift for an induction.

**Opportunity description:**

Like everyone else, we had to temporarily close due to the COVID-19 pandemic. We’re now working hard to open the museums in time for the start of term, and we’re in need of more volunteers to help us welcome our visitors back.

**Duties:**

Working with supervision from the Museum Visitor Services Assistants, you’ll be doing the following:

* Welcome visitors to the museums, being a friendly face and helping create a great first impression.
* Assist in queue management and greeting large groups i.e. schools.
* Invigilate in the museum, helping ensure the safety of both the visitors and the museum collection.
* Sell books and merchandise.
* Help with regular cleaning throughout opening hours.

**Application criteria:**

* You’ll have an interest in museums and collections and want to share this with visitors.
* You’ll be able to communicate in a friendly and clear way.
* You’ll want to help us make the museums as safe and secure as possible.
* You’ll be committed to the shifts you have signed up for. We know that life happens and sometimes you won’t be able to make a shift – we ask that you’ll let us know as soon as possible if there’s a problem, and that in general you don’t sign up for more than you will be able to manage.

**Training and support:**

* Support in your career development: we offer training throughout the year to help build your skills. This could include training in visitor experience, object handling, family learning, and delivering talks and tours. We’re also happy to chat to you about your career plans and signpost opportunities where we can.
* We’ll reimburse travel expenses up to the value of a zone 1-6 travel card.
* We’re happy to provide references when you’re applying to jobs or other positions.
* You can join our Volunteer Team on Microsoft Teams – a digital space to share information and socialise with staff and other volunteers.

**Who will the volunteers be working with?:**

We are the Museum Visitor Services Team. We are responsible for running the museums when they are open to the public and facilitating events and school visits. Our focus is to make the museums accessible, safe and clean, and to ensure visitors enjoy themselves. We help people learn about our fantastic collections, both at the museums and also through our website and social media. We work for a department called UCL Culture, which also runs the Bloomsbury Theatre, UCL’s Public Engagement Unit, and a number of other collections.

**Location:**

Grant Museum of Zoology and Petrie Museum of Egyptian Archaeology. Possibly also UCL Art Museum and UCL Pathology Museum. The main museums are located at the UCL campus in Bloomsbury, while the Pathology Museum is at the Royal Free Hospital in Hampstead.

**Method of Application:**

There is no lengthy written application form to complete. Please email museums@ucl.ac.uk with ‘Volunteer Application’ in the subject line prior to the deadline (see below) indicating you would like to volunteer. Please attach to your email a completed copy of the Volunteer Registration Form (where you provide your contact details and those of your emergency contact) and the Equal Opportunities Form. Please also indicate your availability for an informal interview. Interviews are held via MS Teams, Zoom or telephone.

**Application deadline:**

Sunday, 19 September, 2021 - 17:00

**What measures have you put in place to ensure volunteers’ safety during COVID-19?:**

In each of our museums we’ve installed sanitising stations, and our staff and volunteers will continue to wear face coverings. We’re keeping visitor numbers low and we’ve set-up one-way routes for visitors to follow.