

**UCL CULTURE**

**UCL Culture: Grant Museum of Zoology front of house volunteer**

**Role profile August 2019**

We are looking for a small group of enthusiastic and friendly individuals to assist with the front of house operations and events for the Grant Museum of Zoology. You must be able to take initiative and be happy to engage with members of the public.

If that’s you, then we would like to hear from you. No specialist experience is required and training will be given. Please note that we prioritise current UCL students and recent graduates.

You will often be the first point of contact for visitors in the museum and at events, so you will help us give a wonderful first impression and encourage visitors to explore and discover the collections.

The Grant Museum of Zoology is the only remaining university zoological museum in London, which houses around 68,000 specimens covering the whole Animal Kingdom. The Museum, founded in 1828 as a teaching collection for UCL students, is packed full of skeletons, mounted animals and specimens preserved in fluid. Many of the species are now endangered or extinct including the Thylacine, Quagga, and the Dodo.

**You will work with our Museum Visitor Services Assistants and the Museum Visitor Services Manager, who will be duty managing while you are on your shift, and will be available to offer any support you may need.**

**UCL Culture is signed up to the Student’s Union** [UCL Service Standards](http://studentsunionucl.org/volunteering/about/service-standards)**. As part of this we share the email addresses of UCL student volunteers with the Volunteering Service registry. This allows the registry to update your student record with your volunteering work.**

**Skills needed for the role**

* An interest for working with the public,
* Ability to deal pleasantly and confidently with people of various ages and backgrounds
* An interest in informal science and natural history learning
* Excellent oral and written communication skills
* Ability to work well as part of a small team

**Skills development within the role**

Volunteers will develop skills in front of house management and visitor engagement. This includes skills in educating and promoting collections to a wide variety of visitors. They will also gain experience in conducting audience surveys. Opportunities will become available throughout the year for training in customer service skills, delivering object presentations, and object-based learning.

There may also be the opportunity to join the student panel and programme a museum event.

Assisting on all aspects of programmed events, including the set-up and tidying of the space. Activities during the event may include welcoming visitors, managing a guest list, serving drinks, encouraging visitors to participate in activities.

**Volunteer expectations and agreement**

**What we expect from you:**

1. to perform your duties to the best of my abilities and adhere to the standards outlined in the Volunteer Handbook
2. to adhere to the Museum’s rules and procedures including confidentiality of information, health and safety and safeguarding of vulnerable people
3. to meet time and duty commitments and if unable to do so will provide adequate notice where possible
4. to take part in the Museum’s induction and training for the role
5. to represent the Museum, it’s staff and volunteers positively inside and outside the Museum
6. to raise any issues or concerns you have with the appropriate member of Museum staff, either those directly supervising you or the Museum Visitor Services Manager.

**What you can expect from us:**

1. to provide adequate information, training, assistance and enrichment that meets your motivations for volunteering and ensure you can meet the responsibilities of the role
2. to supervise and support you and provide constructive feedback on your work
3. to provide safe working conditions and adequate insurance cover whilst you are working for the Museum
4. to ensure you are safe from discrimination whilst working for the Museum as outlined by UCL’s Equal Opportunities Policy
5. to reimburse you any travel expenses incurred (zone 1-6 travel supported by receipts)
6. to provide you with references should you require them
7. to take any concerns and issues you raise or are raised seriously and deal with them in a fair and transparent way.

**Shifts**

Front of House shifts are available Monday-Saturday 12:45pm-5pm.

In addition you can sign up to help us on museum events. The frequency of these can vary throughout the year but usually run between 5- 9pm, as well as longer shifts on weekends.

**Minimum commitment**

We ask you to offer a minimum availability of two shifts per month.

**Applying for the role**

Please complete the application form and send it to [museums@ucl.ac.uk](mailto:museums@ucl.ac.uk) with the subject heading Grant Museum volunteer application by **Sunday 9th September** at the latest. Successful applicants will be invited in for an informal interview and a chance to ask questions about the role. Inductions will take place in the week commencing 23rd September.