

Amelia Scott Volunteer Opportunity: Engagement Volunteer

Summary:

The Engagement Volunteer will help the Culture Team provide a positive visitor experience at activities and events as well as helping to ensure all visitors are made to feel welcome.

Opportunities within the role:

- Facilitation of Galleries
- Support of events, activities, workshops and talks

Main Activities:

- Share enthusiasm for culture and heritage by engaging in conversations with event visitors and the public. With the ability to adapt communication to the audience and their interest.
- Provide a friendly greeting for all visitors on arrival, listening to needs and directing to staff as required. Greeting large groups when we know they are due to visit.
- Becoming an advocate for current and upcoming exhibition, events and activities.
- Support the Culture Team in the preparation and delivery of a range of events, activities, workshops and talks.

- Monitor resources and museum collections used at events, helping to keep the area tidy and safe
- Facilitate Galleries and engage visitors with the content, interactives, or activities in space.
- Assist the Culture Team in gathering user feedback to help with evaluation and helping with the documentation of events, this including photography
- Assist with content creation for social media and our newsletter, for example object of the month features or book reviews
- If interested, to develop an Intro Talk with the Collections Team to deliver to the public and support object handling sessions

Role Requirements:

- A genuine, welcoming manner and excellent customer service skills
- Enthusiasm to engage with visitors from different backgrounds and ages
- Ability to be proactively helpful and exceed visitors' expectations
- Willingness to learn and undergo training. You don't need to know everything about The Amelia but enthusiasm and passion for local area is a good place to start
- Ability to take instruction and act on own initiative
- Confidence speaking to a variety of people
- Ability to work as part of a team
- Reliable, punctual and well presented

What the role offers:

- An opportunity to meet new people
- Be part of a supportive team and community
- A safe, fun and welcoming environment to work in
- Regular opportunities to learn more about local history or the Collection
- Training in areas relevant to the role
- Reference for your CV (3 months volunteering required)

Time Commitment

- The Amelia Scott is very flexible, however, we ask you commit to a morning/afternoon or full day every month. Family engagement activities will mainly take place on weekend and during school holidays.

NB Full support and training will be given. No previous heritage sector experience is necessary.