

RAMM VOLUNTEER ROLE PROFILE

Title	FH0028 – Queen Street Information Point Volunteer
Participant Group	<ul style="list-style-type: none">• Visitors of all ages, including children
Goals	<ul style="list-style-type: none">• To assist visitors with information about the museum on arrival at Queen Street Reception
Activities and tasks	<ul style="list-style-type: none">• Welcome host to visitors at Queen Street Information Point• Provide visitors with general information on all aspects of their museum experience including permanent gallery displays and temporary exhibition galleries• Be pro-active in assisting visitors with general information, What's on, accessibility and membership information• Assist with the emergency evacuation of public spaces• Assist with ad-hoc general duties relevant to the role
Outline of responsibilities	<ul style="list-style-type: none">• Attend training sessions planned for the new role• Attend a visitor services briefing at 9.40am or handover from the morning volunteers at 12.30pm
Time commitment required	<ul style="list-style-type: none">• A minimum of 3.5 hours fortnightly, 9.30am-1.00pm, 12.30pm-4.00pm, weekly attendance is preferable• This role is long-term and is only suitable for those that wish to actively volunteer for at least six months• We are initially seeking people who can volunteer on Tues AM/PM, Wed AM/PM, Thu AM/PM, Fri AM/PM• The role is not suitable for those seeking short-term work experience or those that will be away for long periods such as holidays and exams.• Our preliminary plan is to commence the role with an introductory session 27 Feb at 2pm followed by training over the following weeks on Wednesday afternoons.
Boundaries and limitations	<ul style="list-style-type: none">• Although you are not responsible for security in the museum you will be expected to alert visitor service members of staff when incidents or issues arise• The role includes assisting with the evacuation of public spaces. It is visitor service staff responsibility to do final searches and to ensure the building is clear• Breaks from your duties are permitted and are included in your duty rota

Skills, experience and qualifications required	<p>Essential</p> <ul style="list-style-type: none"> • A broad interest in museums, with a willingness to learn • An ability to communicate with the public in person • The ability to use the telephone to contact museum colleagues who need to be informed of visitor arrivals • Good people skills • The ability to work as part of a team <p>Desirable</p> <ul style="list-style-type: none"> • Experience within a customer facing environment • Foreign language skills
Personal traits and qualities needed and/or desired	<ul style="list-style-type: none"> • A commitment to volunteer to an agreed timetable • A friendly and courteous manner • Smart appearance
Orientation and training available	<ul style="list-style-type: none"> • A general induction to the site, health and safety, child protection • An outline of policies, procedures and general responsibilities • An induction to Visitor Services procedures • Training specific to the role of Information Point Volunteer
Support and supervision	<ul style="list-style-type: none"> • Supervision will be to the Visitor Services Supervisor on the day • Second Line is Sophie Harbour, Engagement Officer (Skills Development) and Simon Tootell, Volunteer Co-ordinator
Mandatory activities	<ul style="list-style-type: none"> • Commitment to attend on agreed days and times • Attendance of a volunteer induction and specific training for the role
Benefits to the volunteer	<ul style="list-style-type: none"> • Satisfaction in completing a much needed task • Working with others • Meeting new people • Learn about the museum collections • Invitations to special events • Reimbursement of out of pocket travel expenses for people who feel they are in need of financial support to enable them to volunteer at RAMM

Standard Risk assessment

This standard risk assessment outlines in brief the main hazards and precautionary control measures identified with this role. If you would like a more in depth risk assessment, please request this from the Volunteer Coordinator.

Significant risk	Measure in place to control
Fire	<ul style="list-style-type: none"> All volunteers given a full fire safety brief at induction by the Volunteer Coordinator Fire exits clearly signposted and kept clear of obstruction Signing in and out procedures followed
Child Protection	<ul style="list-style-type: none"> All volunteers briefed on Child Protection as part of the induction by the Volunteer Coordinator Volunteers are never alone with children on site for extended periods or regularly as children are accompanied by guardians or parents. Child Protection is regularly reviewed in line with current best practice.
Slips, trips and falls caused by uneven surfaces, obstacles or poor lighting	<ul style="list-style-type: none"> Visitor Services check for damage on site and in lighting daily Floors cleaned out of public hours and signage used Visitor Services arrange for repairs and maintenance when necessary Volunteers made aware of slip, trip and fall hazards in induction by Volunteer Coordinator and encouraged to help maintain good housekeeping on site
Cold	<ul style="list-style-type: none"> Warm drinks are available in the staff room Volunteers are able to take breaks and move around the building if they need to warm up
Isolated working spaces	<ul style="list-style-type: none"> Visitor Services staff will check on volunteers periodically to ascertain their welfare CCTV cameras operate in the museum and are monitored by Visitor Services
Dealing with the public	<ul style="list-style-type: none"> Volunteers are briefed on customer care and how to deal with abusive members of the public in their induction Visitor Services staff trained on 'step away' are always on site and ready to assist volunteers All visitors must pass by trained staff to enter the site so abusive or unruly behaviour from entrance can be detected and admission to the site denied Accident and incident forms are on site and are procedures are in place to report, monitor and act on any incidents.
Manual handling	<ul style="list-style-type: none"> Whenever possible objects are moved only by trained staff Heavy or difficult objects are labelled as such and not to be moved by untrained volunteers Volunteers who move objects around regularly can apply for manual handling training to the Volunteer Coordinator
COSHH	<ul style="list-style-type: none"> All cleaning fluids are kept in their original packaging with manufacturers guidance attached PPE such as cleaning gloves are provided where necessary COSHH assessments are carried out with all new chemical substances Volunteers are advised not to use any product that they are not confident or comfortable using and reminded to seek guidance from staff on site