

RAMM VOLUNTEER ROLE PROFILE

Title	LN0014 – Family Engagement Team Volunteer
Participant Group	<ul style="list-style-type: none">Families visiting RAMM
Goals	<ul style="list-style-type: none">To engage families with fun and engaging museum activities linked to the collection and/or temporary exhibitions
Activities and tasks	<ul style="list-style-type: none">To be a member of the team to develop, plan, resource and deliver family activitiesTo attend 3-4 meetings each year to help shape, develop and plan future family engagementTo help resource events including, where required, helping to make craft examplesTo welcome families and children to the activity and encourage them to 'have a go', offering clear instructions about what they are to doTo work with additional school holiday family activity volunteers
Outline of responsibilities	<ul style="list-style-type: none">To attend meetings and event preliminary workTo set up, run and take down the activity as part of team or pairingTo ensure the activity is kept in good order and ready for the next participants
Time commitment required	<ul style="list-style-type: none">Occasional meetings (1 to 2 hours) and event preliminary work sessions (2 hours)2 hour delivery session to the public – 10:30-12:30 and/or 13:30-15:30 with 30 mins either side for setup and takedownSessions to run on school holiday weekdays and one Saturday each month throughout the year. NB there may be the very occasional exceptions such as an evening or Sunday eventAttendance will be agreed via an online rota
Skills, experience and qualifications required	<ul style="list-style-type: none">An interest in interacting with visitors and familiesAn interest in helping to shape and develop family activitiesArtistic skills helpful but not essential
Personal traits and qualities needed and/or desired	<ul style="list-style-type: none">To be open and friendly and happy to work as part of a team

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 • Hands on training with the activities • Museum Induction and Visitor Interaction Training
Support and supervision	<ul style="list-style-type: none"> • Supervised by the Audience Development , Events Co-ordinators
Mandatory activities	<ul style="list-style-type: none"> • Commitment to the activity rota • Attendance of a volunteer induction and any 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 • Invitations to special events • Reimbursement for out of pocket 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