

RAMM VOLUNTEER ROLE PROFILE

Title	AD0017 – Visitor Survey and Membership Volunteer
Participant Group	<ul style="list-style-type: none"> • Visitors of all ages
Goals	<ul style="list-style-type: none"> • To collect information from visitors about their visit to the museum • To introduce visitors to the RAMM Membership scheme • Assist visitors with general information
Activities and tasks	<ul style="list-style-type: none"> • To complete visitor surveys on a tablet • To introduce visitors to the RAMM Membership Scheme and assist them in signing up • Be pro-active in assisting visitors with general information, What's on and accessibility information • Assist with ad-hoc general duties relevant to the role
Outline of responsibilities	<ul style="list-style-type: none"> • Attend training on visitor surveys • Learn about RAMM's Membership Scheme • To complete 4 to 6 surveys per two hour shift
Time commitment required	<ul style="list-style-type: none"> • A minimum of 2 hours weekly on a standard shift basis - Tuesday to Sunday, 10.30am to 12.30pm, 12.30pm to 2.30pm or 2.30pm to 4.30pm • This role is only suitable for those that wish to actively volunteer for at least three months
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 galleries and public spaces. It is visitor service staff responsibility to do final searches and to ensure the building is clear • Given the duty is 2 hours a break is not included.
Skills, experience and qualifications required	<p>Essential</p> <ul style="list-style-type: none"> • A broad interest in museums • An ability to communicate clearly to the public • Good people skills • The ability to work as part of a team • An ability to use a tablet <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

- A general induction to the site, health and safety, child protection
- An outline of policies, procedures and general responsibilities
- Training specifically on engaging with visitors
- Training on carrying our visitor surveys

Support and supervision

- First Line supervision will be the Data Officer
- Second Line Supervision will be Simon Tootell, Volunteer Co-ordinator

Mandatory activities

- Commitment to attend on agreed days and times
- Attendance of a volunteer induction and specific training for the role

Benefits to the volunteer

- Satisfaction in completing a much needed task
- Working with others
- Meeting new people
- Learn about the museum
- 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
Safeguarding	<ul style="list-style-type: none"> • All volunteers briefed on Safeguarding 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. • Safeguarding 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