

## RAMM VOLUNTEER ROLE PROFILE

Title	<ul style="list-style-type: none"> <li>FH0029 – Nomads and Birds without Borders Exhibition Guide</li> </ul>
Participant Group	<ul style="list-style-type: none"> <li>Visitors of all ages, including children</li> </ul>
Goals	<ul style="list-style-type: none"> <li>To primarily engage members of the public with the two summer exhibitions Nomads and Birds without Borders</li> <li>To engage visitors with interactive experiences in the exhibitions</li> <li>To assist visitors who wish to participate in activities such as storytelling in Nomads and birdwatching in Birds without Borders</li> <li>To assist with the invigilation of the exhibition</li> <li>To collect information from visitors about their visit</li> <li>Assist museum assistants with general visitor and event related duties</li> </ul>
Activities and tasks	<ul style="list-style-type: none"> <li>Provide visitors with information on the exhibitions</li> <li>Be pro-active in assisting visitors with general information, What's on and accessibility information</li> <li>Be pro-active in encouraging visitors to participate in activities</li> <li>Assist with invigilating galleries</li> <li>Assist in the completion of visitor surveys</li> <li>Assist with the emergency evacuation of the galleries and public spaces</li> </ul>
Outline of responsibilities	<ul style="list-style-type: none"> <li>Attend training on the museum, exhibition and visitor interaction</li> </ul>
Time commitment required	<ul style="list-style-type: none"> <li>A minimum of 3 hours, weekly, 9.30am-12.30pm, 1.30pm-4.30pm</li> <li>The exhibitions are open from 13 Jul to 6 Oct (Nomads) and 20 Jul to 3 Nov (Birds)</li> <li>The role is suitable for all over 18 years of age who wish to volunteer</li> <li>It is also suitable for students who wish to actively volunteer from mid-June to early September engaging for at least 10 weeks of the 13 available weeks between these dates. The 10 weeks do not have to consecutive, allowing for holidays</li> </ul>

Boundaries and limitations

- Although you are not responsible for security in the museum you will be expected to alert Visitor Services members of staff when incidents or issues arise
- The role includes assisting with the evacuation of galleries and public spaces. It is Visitor Services staff responsibility to do final searches and to ensure the building is clear
- A tea breaks from your duty is included

Skills, experience and qualifications required

- Essential**
- A broad interest in natural history, and human geography with a willingness to learn
  - An ability to communicate clearly to the public
  - Good people skills
  - The ability to work as part of a team
- Desirable**
- Experience within a customer facing environment
  - Foreign language skills
  - Experience in a specialist subject connected to ornithology and/or nomadic life

Personal traits and qualities needed and/or desired

- A commitment to volunteer to an agreed timetable
- A friendly and courteous manner
- Smart appearance

Orientation and training available

- An induction to the site, health and safety, child protection
- An outline of policies, procedures and general responsibilities
- An induction to Visitor Services procedures
- Visitor Interaction training
- Attend a briefing on the exhibitions

Support and supervision

- First Line supervision when on duty in the gallery will be to the Visitor Services Supervisor
- Second Line is the Volunteer Co-ordinator

Mandatory activities

- Commitment to attend on agreed days and times
- Attendance of a 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 collections
- Reimbursement for out of pocket expenses
- Experienced gained for your CV

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