

RAMM VOLUNTEER ROLE PROFILE

Title	<ul style="list-style-type: none"> • IN0003 Archaeology Handling and Interpretation Guide
Participant Group	<ul style="list-style-type: none"> • Visitors of all ages, including children
Goals	<ul style="list-style-type: none"> • To engage members of the public with local archaeological finds • To assist visitors with information about the museum
Activities and tasks	<ul style="list-style-type: none"> • Provide visitors with information on archaeology finds • Provide visitor with information and stories relating to local archaeology finds, the process and methods of their discovery • Be pro-active in assisting visitors with general information and accessibility information • Assist with the emergency evacuation of the galleries
Outline of responsibilities	<ul style="list-style-type: none"> • Shadow existing handling volunteers • Become knowledgeable in the archaeology finds in RAMM's collection
Time commitment required	<ul style="list-style-type: none"> • A minimum of 2.5 hours once a month 10:15 to 12:45 or 13:30 to 15:45 on the second or fourth Thursday of each month • The role is suitable for anyone 18 years or older who wishes to actively volunteer for at least 6 months • If you are a student (18 years plus studying at college or university) you should be available for at least two terms in an academic year with allowance for Christmas/Easter holidays and exams • The role is not suitable as a Summer opportunity for students returning home for the summer holidays to Devon
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 Services members of staff when incidents or issues arise • The role includes assisting with the evacuation of galleries. You are however not expected to go searching for people
Skills, experience and qualifications required	<p>Essential</p> <ul style="list-style-type: none"> • As good knowledge of archaeology, with a willingness to learn more • An ability to communicate clearly to the public • Good people skills • The ability to work as part of a team <p>Desirable</p> <ul style="list-style-type: none"> • A general knowledge of archaeology in Devon and Exeter • Experience within a customer facing environment

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

- A general induction to the site, health and safety, child protection
- An outline of policies, procedures and general responsibilities
- Ongoing training in relation to the archaeology collection

Support and supervision

- First Line supervision will be the 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 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
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