

VOLUNTEER VACANCY INFORMATION PACK



Learning Volunteer

Closing Date: TBC

The Museum is part of the Science Museum Group. The Museum is a charity (No: XN63797) with exempt status.

OUR MISSION AND VALUES

At the Science Museum Group, we make it our mission to **Inspire Futures**. Our talented and dedicated colleagues are guided by five values that encapsulate simply what we're all about:

- We **think big**, pushing the limits of what's possible.
- We challenge ourselves to **reveal wonder**.
- We use our passion, expertise and creativity to **share authentic stories**.
- We aim to **ignite curiosity** in our audiences and our colleagues.
- We take pride in being **open for all**.

Learning Volunteer

Department: Learning

Type: Volunteer Role

Location: Science and Industry Museum, Manchester

Hours: One day per week during Summer then approx. 1 day per month

Supervisor: Senior Explainer

Start Date: Summer 2022

End Date: Ongoing

ABOUT THE ROLE

The Science and Industry Museum is devoted to inspiring futures through ideas that change the world, from the Industrial Revolution to today and beyond. As part of the Science Museum Group, STEM engagement is at the heart of what we do. We inform, inspire and encourage learning on-site, as well as through outreach and online. The Learning team reveal the wonder of science by sharing authentic stories about our collection and facilitating and supporting the learning of children and adults.

The Learning team deliver a year-round programme of inspiring events, workshops, shows and activities for schools, families, adults and community groups. This role will involve supporting the Learning team in the delivery of this varied programme. This is a great opportunity to gain experience in family learning and community engagement, and an insight into the operations of the Learning team at the Science and Industry Museum.

You will be supporting the Learning team in the delivery of these programmes which will include meeting and greeting visitors, supporting the delivery of hands-on activities and audience participation in the programme, as well as offering general support to the team.

WHAT YOU WILL BE DOING

- Acting as an ambassador for the Learning team by being a welcoming, friendly face chatting to the public.
- Supporting the Learning team in the delivery of the learning programme both on- and off-site including hands-on activities, arts and crafts and mini science experiments.
- Enhancing the overall visitor experience for all visitors by providing excellent customer service and promoting our offer to visitors at the museum or off-site location.
- Helping the Learning team deliver the operations of the programme including activity set up/down, and monitoring/replenishing resources.
- Supporting the Learning team to undertake reporting and evaluation by monitoring attendance and collating visitor feedback which will inform future programme offers.
- Taking care of your own and others' health and safety, report any health and safety concerns, and help to ensure the safety of the objects in the exhibition.

WHAT YOU BRING TO THE TEAM

You will have...

- A friendly, enthusiastic, positive and welcoming attitude
- A passion for interacting and engaging with the public, enjoying talking to a wide range of people from different backgrounds
- An interest in museum learning environments
- Have a desire to deliver great customer service
- Reliability and excellent timekeeping
- Flexibility and a willingness to adapt to the changing needs of the activity
- Be able to demonstrate initiative and enjoy being part of a team

It would be good if you have...

- Previous experience of assisting in a learning capacity or within events
- Previous experience in a customer-facing role
- An interest in science/museums/learning

ADDITIONAL INFORMATION

- To volunteer in this role, you must be 18 or over and eligible to volunteer in the UK. Unfortunately, SMG is unable to act as a sponsor organisation if you do not have the appropriate visa.
- This role is subject to a Disclosure Scotland basic criminal record check.
- This role is subject to an Enhanced Disclosure by the Disclosure & Barring Service (DBS).

HOW TO COMPLETE YOUR ONLINE APPLICATION FORM

To apply for this role simply email us at volunteering@scienceandindustrymuseum.org.uk with answers to the below questions, or give us a call on 0161 696 7770 for further information and support.

1. Why you would like to volunteer in this role.
2. Any previous customer service/relevant experience.
3. Anything else you would like to tell us (e.g. hobbies, work experience etc)

We wish you every success with your application!