

Gallery Team Volunteer

Thackray Museum, Leeds

Role Title	Gallery Team Volunteer
Reports to	Learning and Outreach Manager/ Volunteer Coordinator
Specific Responsibilities	Member of the Education Team. Responsible helping our visitors get the most out of a visit to the Thackray Museum
Benefits and Conditions (overview)	<ul style="list-style-type: none"> • Free car parking • Travel expenses • 3 month trial period
Main purpose of the role	To engage with our visitors to make sure they get the most out of a visit to the Thackray Museum.

Volunteers are a key part of Thackray Museum's team, and this new team will help our visitors get the most from their visit to Thackray Museum, while providing valuable experience of an entry-level role in the heritage industry. As a member of our Gallery Team, there is scope for development and growth as you further your experience of customer service in the museum sector.

Key tasks and specific responsibilities	<p>Ensuring that our visitor can get the most from their visit to the Thackray museum</p> <ul style="list-style-type: none"> • Engaging with visitors about the displays and collections • Encouraging visitors to use interactive displays • Sign posting events, activities and services <p>Ensuring basic security</p> <ul style="list-style-type: none"> • Assisting with the cleanliness of the public spaces • Ensuring the safety of staff and visitors in our public spaces • Assisting with safety procedures as required
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	<p>Assisting with the smooth running of the Thackray Museum</p> <ul style="list-style-type: none"> • Providing support during busy periods, special event days and other events as necessary • Participation and contribution to team meetings and training as required. • Undertaking other duties at a comparable level as necessary
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Skills, Knowledge and Experience

*(A=Application form; I=Interview)

Essential	Identified through*
<p>Key competencies</p> <ul style="list-style-type: none"> • Confidence and good interpersonal skills • Actively enjoy meeting members of the public • Should have an ability to engage with a wide range of people from diverse backgrounds and with a wide range of interests • Excellent team working skills 	I
<p>Experience and qualifications</p> <ul style="list-style-type: none"> • Some experience of delivering excellent customer service 	A/I
<p>Knowledge</p> <ul style="list-style-type: none"> • Understanding museums and or the heritage industry • An interest and a willingness to learn more about medical history and the Thackray Museum 	A/I
<p>Practical skills</p> <ul style="list-style-type: none"> • Ability to take initiative during busy times • Ability to communicate effectively at all levels, verbally and in writing, with an emphasis on communicating to visitors in a gallery setting 	A/I

If Interested please contact Charlotte Mallinson on volunteer@thackraymuseum.org