# Amelia Scott Volunteer Opportunity: Engagement Volunteer

## Summary:

The Engagement Volunteer will help the Culture Team provide a positive visitor experience at activities and events as well as helping to ensure all visitors are made to feel welcome.

### Opportunities within the role:

* Facilitation of Galleries
* Support of events, activities, workshops and talks

#### Main Activities:

* Share enthusiasm for culture and heritage by engaging in conversations with event visitors and the public. With the ability to adapt communication to the audience and their interest.
* Provide a friendly greeting for all visitors on arrival, listening to needs and directing to staff as required. Greeting large groups when we know they are due to visit.
* Becoming an advocate for current and upcoming exhibition, events and activities.
* Support the Culture Team in the preparation and delivery of a range of events, activities, workshops and talks.
* Monitor resources and museum collections used at events, helping to keep the area tidy and safe
* Facilitate Galleries and engage visitors with the content, interactives, or activities in space.
* Assist the Culture Team in gathering user feedback to help with evaluation and helping with the documentation of events, this including photography
* Assist with content creation for social media and our newsletter, for example object of the month features or book reviews
* If interested, to develop an Intro Talk with the Collections Team to deliver to the public and support object handling sessions

#### Role Requirements:

* A genuine, welcoming manner and excellent customer service skills
* Enthusiasm to engage with visitors from different backgrounds and ages
* Ability to be proactively helpful and exceed visitors’ expectations
* Willingness to learn and undergo training. You don’t need to know everything about The Amelia but enthusiasm and passion for local area is a good place to start
* Ability to take instruction and act on own initiative
* Confidence speaking to a variety of people
* Ability to work as part of a team
* Reliable, punctual and well presented

#### What the role offers:

* An opportunity to meet new people
* Be part of a supportive team and community
* A safe, fun and welcoming environment to work in
* Regular opportunities to learn more about local history or the Collection
* Training in areas relevant to the role
* Reference for your CV (3 months volunteering required)

#### Time Commitment

* The Amelia Scott is very flexible, however, we ask you commit to a morning/afternoon or full day every month. Family engagement activities will mainly take place on weekend and during school holidays.

**NB Full support and training will be given. No previous heritage sector experience is necessary.**