**NATIONAL FOOTBALL MUSEUM  
JOB DESCRIPTION**

**DEPARTMENT:** Visitor Experience

**JOB TITLE:**  **Visitor Experience Volunteer**

**REPORTS TO:** Team Leader

**JOB PURPOSE**

To provide additional services that enhance the visitor experience at the National Football Museum, providing a level of care that exceeds customer expectations.

**MAIN AREAS OF RESPONSIBILITY**

• Welcoming visitors to the Museum

• Facilitating object handling

• Information desk assisting with enquiries and donations collections

• Presence in galleries to engage with visitors

• To work within the Volunteer Agreement guidelines and related organisational policies (Child Protection and Health and Safety)

**Time Commitment**

One shift on one day per week, on an ongoing basis. Shifts are either 10.30am to 1.30pm or 1pm to 4pm, Mondays to Sundays.

**Skills/Characteristics Required**

• Friendly and welcoming nature

• Passion for football and history

• Enjoys engaging with people

**Training and Support**

Volunteers will be provided with a full induction to the volunteer programme including health and safety and fire evacuation.

Training will be provided in the following areas:

• Gallery Positions

• Customer Care

• Disability Awareness

• Mapping Manchester

• Object Handling

Specific training will be provided for each task.

**Benefits to Volunteering**

• Develop skills and experience to enhance your CV

• Become part of a friendly team of like-minded people

• Help to share the museum’s amazing collection with people from all walks of life

• Be part of the Museum’s journey moving forward

**Health & Safety/Security**

* Ensure that you are aware of all museum policies and procedures.
* Ensure that you comply with all statutory requirements including the HASAW Act 1974.
* Ensure that you comply fully with museum security and audit policies and procedures.
* Consistently comply with the Museum policies, procedures and processes.

*The successful candidate must display a Passion for: -*

1. *Visitor Experience and Retail operations*
2. *Service*
3. *Development & Growth (Continuous Improvement)*
4. *Motivating, involving, helping & influencing others to achieve their goals (Teamwork)*
5. *Maintaining professional integrity at all times*

*Displaying the following behaviours: -*

* 1. *Enthusiastic -* Inspires others through infecting them with his/her passion
  2. *Expert –* Offers regular coaching to help team members grow and develop
  3. *Empathic –* Demonstrates a personal interest in team’s concerns and aspirations
  4. *Make a difference – to the business, colleagues & visitors*
  5. *Considerate & respectful – of colleagues and visitors wants, needs & beliefs*
  6. *Supportive – to provide the necessary support for the individual to be comfortable in the museum and achieve their goals*

*The following would be advantageous: -*

* *Previous visitor or customer service experience*
* *Football knowledge.*

***Volunteers must be able to commit to one day per week on a regular basis.***

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