**NATIONAL FOOTBALL MUSEUM  
VOLUNTEER ROLE DESCRIPTION**

**DEPARTMENT:** Visitor Experience

**TITLE:**  **Visitor Experience Volunteer (Casual)**

**REPORTS TO:** Team Leader

**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 sessions

• Information desk assisting with enquiries

• 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**

At least one shift per month, on an ongoing basis. Shifts are either 10.30am to 1.30pm or 1pm to 4pm. The museum is open Mondays to Sundays.

**Skills/Characteristics Required**

• Friendly and welcoming nature

• Enjoys engaging with people

• Commitment and enthusiasm for volunteering

Passion for football and history is desirable but not essential.

**Training and Support**

Volunteers will be provided with a full induction to the volunteer programme including health and safety and fire evacuation training. Specific training will be provided for each volunteering task.

Training will also be provided in the following areas:

• Gallery Positions

• Customer Care

• Disability Awareness

• Mapping Manchester

• Object Handling.

**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 AND 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 (Health and Safety)
* 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 museum, 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.*

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