

Role Description – Museum Volunteer

Role Title	Museum Volunteer
Location	One or more of the following SLM sites (where successfully appointed):
Supervisor	<ul style="list-style-type: none"> • Operations Coordinator, City Museums Portfolio: <ul style="list-style-type: none"> ○ Hyde Park Barracks (Sydney CBD) ○ Museum of Sydney (Sydney CBD) ○ The Mint (Sydney CBD) ○ Justice & Police Museum (Circular Quay, Sydney) • Visitor Services Coordinator, House Museums Portfolio West: <ul style="list-style-type: none"> ○ Meroogal (Nowra) ○ Rouse Hill House & Farm (Rouse Hill) • Visitor Services Coordinator, House Museums Portfolio East: <ul style="list-style-type: none"> ○ Elizabeth Bay House (Elizabeth Bay) ○ Vaucluse House (Vaucluse) ○ Rose Seidler House (Wahroonga)
Duration of role	Ongoing, subject to <i>Review & Feedback</i> and fulfilling a regular commitment
Hours/ shift pattern	Shifts are 3-4 hours long fortnightly (monthly at Rouse Hill Estate). There is some flexibility & the option to sign-up to additional shifts at different times.
Amended	June 2022

Purpose of role		
Volunteers support Sydney Living Museums (SLM) across a range of roles and activities.		
<p>Museum Volunteers support one or more Visitor Services teams across Sydney Living Museums in providing high quality customer service and experiences to diverse visitors. Museum Volunteers assist in sharing museum information and stories with visitors and act as ambassadors for Sydney Living Museums through their engagement with the public. The presence of Museum Volunteers also aids security of SLM's sites and their collections.</p>		
Sydney Living Museums Overview		
Sydney Living Museums cares for twelve of the most important historic houses, gardens and museums in NSW on behalf of the people of NSW. Our purpose is to enrich and revitalise people's lives with Sydney's living history, and to hand the precious places in our care and their collections on to future generations to enjoy. We bring our museums to life through a dynamic and diverse program of exhibitions, research and events.		
Role Description		
The <i>Museum Volunteer</i> role varies based on each museum's needs and style of interpretation.		
MUSEUM	KEY MUSEUM VOLUNTEER DUTIES:	LOCATION
ELIZABETH BAY HOUSE	<ul style="list-style-type: none"> • Assist in invigilating museum spaces • Talk with small groups of visitors informally about the museum interpretation and Sydney Living Museums • Informal, untimed guided tours where operationally possible 	Indoors
HYDE PARK BARRACKS	<ul style="list-style-type: none"> • Actively welcoming and inviting visitors into the site • Assist visitors in using electronic headsets ('Story Guides') and help with collecting, sorting and sanitising used headsets. • Respond to visitor questions and talk to small groups of visitors informally about the museum interpretation and Sydney Living Museums 	Outdoors

JUSTICE & POLICE MUSEUM	<ul style="list-style-type: none"> • Assist in invigilating gallery spaces and talking with small groups of visitors informally about the museum interpretation and Sydney Living Museums • Support delivery of daily activities for children & family audiences including assisting with finger-printing activity in the Charge Room. Setting-up, packing-up and keeping areas tidy • Provide short introductions and information about museum displays 	Indoors
MUSEUM OF SYDNEY	<ul style="list-style-type: none"> • Assist in invigilating gallery spaces and talking to small groups of visitors informally about the museum interpretation and Sydney Living Museums • Support delivery of daily activities for children & family audiences including setting-up, packing-up and keeping areas tidy 	Indoors
THE MINT	<ul style="list-style-type: none"> • Talk with small groups of visitors informally about the museum interpretation and Sydney Living Museums • Informal, untimed guided tours • Provide wayfinding assistance to visitors and guests 	Mainly outdoors, under cover
MEROOGAL	<ul style="list-style-type: none"> • Assist in invigilating museum spaces and talking to small groups of visitors informally about the museum interpretation and Sydney Living Museums • Assist with delivery of formal, timed guided tours as required 	Indoors
ROSE SEIDLER HOUSE	<ul style="list-style-type: none"> • Informal, untimed guided tours • Assist in invigilating museum spaces • Talk with small groups of visitors informally about the museum interpretation and Sydney Living Museums 	Indoors
ROUSE HILL ESTATE	<ul style="list-style-type: none"> • Talk with small groups of visitors informally about the museum interpretation and Sydney Living Museums • Be stationed at property outbuildings to facilitate access and provide interpretation • Support delivery of daily activities for children & family audiences including setting-up, packing-up and keeping areas tidy • Assist with delivery of formal, timed guided tours as required 	Indoors and outdoors
VAUCLUSE HOUSE	<ul style="list-style-type: none"> • Assist in invigilating museum spaces • Talk with small groups of visitors informally about the museum interpretation and Sydney Living Museums. • Informal, untimed guided tours where operationally possible 	Indoors
<p><i>Museum Volunteers</i> work under supervision on the following tasks:</p> <ul style="list-style-type: none"> • Provide a friendly welcome to visitors and assist in communicating the options they have for their visit. • Work with staff and volunteers as part of the Visitor Services team to provide a high quality of customer service to all visitors. 		

- Respond to questions and engage informally with visitors to share and discuss museum stories.
- Assist staff and volunteers with the preparation and delivery of daily museum activations and activities for children and families and other diverse audiences.
- Provide support to engage visitors with any changing or temporary museum displays as required and assist in providing a security presence to the collection.
- Maintain updated knowledge of SLM membership and broader programs and offers in order to promote these to visitors.
- Read relevant SLM publications and training materials to aid development of knowledge about SLM sites and their history.
- Ask for guidance from supervisor when needed.
- Attend a minimum of two Museum Volunteer portfolio meetings per year to keep informed of the property's evolving interpretation and to participate in informal training. (Meetings occur 6 times per year on weekdays).
- Read volunteer policy updates and SLM documentation as required.
- Observe Workplace Health & Safety (WHS) rules and practices.
- Be an ambassador of SLM through commitment to Sydney Living Museums' aims, principles & values.
- Neat presentation including dress in own smart casual attire. Wear SLM name badge provided and SLM uniform if applicable (uniform currently at Hyde Park Barracks only, expected at additional museums from 2023). From time to time Museum Volunteers may be required to wear a specific item of clothing (e.g. SLM t-shirt for a special event). (Volunteers at Rouse Hill House & Farm are required to wear their own footwear appropriate to a semi-rural environment)

Additionally, at sites that require tour guiding:

- Lead visitors on formal or informal guided tours, following site protocols and timing. Respond to the needs of each visitor group appropriately.
- Follow direction from the supervisor and curators regarding the content and structure of guided tours, modifying content of tour when interpretation information changes.

Skills & knowledge

Required skills and knowledge

- Demonstrated ability to positively interact with people from a range of age groups, backgrounds and demographics and the ability to provide excellent customer service
- Demonstrated good verbal communication skills
- Demonstrated listening skills and the ability to gauge the needs and interests of visitors and respond accordingly
- Demonstrated ability and willingness to work flexibly and cooperatively within a team and respond to guidance from SLM staff
- Reliability and good time-keeping
- Ability to handle the physical demands of the role – i.e. possess a level of fitness in order to move around the site and ascend stairs, etc. (Volunteers at Rouse Hill House & Farm need to be able to move on foot across a dispersed outdoor site)
- An interest in Australian history & culture and a desire to communicate this to others
- Possess an email address and the necessary computer skills to use SLM's electronic database Volgistics (VICNET and VICTOUCH) to check volunteer roster, update personal information, sign-up to shifts and events and record volunteer service hours

Shift pattern

- Shifts are 3-4 hours long (time and length varies depending on each site)
- Museum Volunteers are expected to give a regular fortnightly commitment (monthly at Rouse Hill Estate) on the same day and time of the week at each of their assigned sites. Volunteers also have the option to sign-up to additional shifts to cover vacancies.
- Volunteers may work no more than 16 hours per week across their appointed SLM sites

Training & Additional Requirements
Training
<ul style="list-style-type: none"> • All Volunteers are required to complete induction training and a site visit prior to beginning their volunteer role. Volunteers will gain an understanding of SLM's mission and goals in order to represent SLM. Volunteers will be trained on the interpretation and stories of their appointed museum. • From time to time Museum Volunteers will be required to acquire new skills in order to fulfil their role. Volunteers are expected to show a willingness to participate in any training and learning that supports the provision of new skills & knowledge.
Working with Children Check
This volunteer role requires Working with Children clearance via a Working with Children Check. Applicants who do not already have clearance will be required to apply for a Working with Children Check.
Vaccination requirements
In accordance with SLM's COVID-19 Vaccination Policy it is a condition of working for SLM that all volunteers provide a copy of proof of vaccination (or valid contraindication) against Covid-19.
Review & Feedback
Museum Volunteers participate in <i>Review & Feedback</i> periodically. This involves the supervisor observing the volunteer performing their volunteer duties followed by a short one-to-one meeting, and is an opportunity for both parties to seek feedback. The purpose of <i>Review & Feedback</i> is to ensure the volunteer is able to fulfil the Role Description and is provided with the necessary support.
Additional information
Volunteers are responsible for their own travel arrangements and costs to and from their shifts