Role Description - Museum Volunteer, Hyde Park Barracks

<table>
<thead>
<tr>
<th>Role Title</th>
<th>Museum Volunteer, Hyde Park Barracks</th>
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<tbody>
<tr>
<td>Location</td>
<td>Hyde Park Barracks, Queens Square, Macquarie Street, Sydney</td>
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<tr>
<td>Supervisor</td>
<td>Operations Coordinator, City Museums portfolio</td>
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<tr>
<td>Duration of role</td>
<td>Ongoing, subject to Review &amp; Feedback and meeting shift quota</td>
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| Hours/ shift pattern| • Shifts are 4 hours long  
                          • Museum Volunteers must fulfil a **minimum quota of 18 shifts per year** at the Hyde Park Barracks.  
                          • Volunteers will be on either a ‘regular’ or ‘flexible’ shift pattern (see pg 2). |
| Amended             | November 2019 |

**Purpose of role**

Volunteers support Sydney Living Museums (SLM) across a range of roles and activities.

The Museum Volunteer role supports the Visitor Services team to provide high quality service and experiences to visitors including adults, children and family groups and other diverse audiences. Museum Volunteers respond to visitor questions and enhance visitors’ experience by sharing museum stories. Museum Volunteers act as ambassadors for Sydney Living Museums through their engagement with the public. The presence of Museum Volunteers also aids security of our sites and their collections.

**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 *Museum Volunteer, Hyde Park Barracks* will work under supervision on the following tasks: (Note this role involves working both indoors and outdoors.)

- Work with staff and volunteers as part of the Visitor Services team to provide a friendly welcome and a high quality of customer service to all visitors, and assist in communicating the options they have for their visit.
- Assist with wayfinding and queue management.
- Visitors will experience the new Hyde Park Barracks Museum via an electronic headset called a ‘Story Guide’. Volunteers will provide assistance to visitors in using the Story Guides and will help with collecting, sorting and cleaning used Story Guides.
- Respond to questions and engage informally with visitors to share and discuss museum stories.
- Provide support to engage visitors with any temporary museum displays as required and assist in providing a security presence to the collection.
- Maintain updated knowledge of SLM membership and broader programs, products 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.
- Follow direction from the supervisor and curators regarding content of interpretive and other information shared with visitors.
- Ask for guidance from supervisor when needed.
- 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.
- Attend a minimum of two Museum Volunteer meetings per year to keep informed of the
property’s evolving interpretation and to participate in informal training.
- 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 wearing SLM shirt, name badge, lanyard and any other required uniform provided. Volunteers wear their own black pants/skirt and black hat.

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 & 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, work outdoors, etc.
- Possess the necessary computer skills to use SLM’s electronic database Volgistics.
- An interest in Australian history & culture and a desire to share this with others.

Shift pattern
Volunteers will be on one of the following shift patterns, based on volunteer and shift availability. All volunteers must fulfil a minimum of 18 shifts per year. This equates to an average of one shift every two weeks with an allowance for holidays, illness and other requested absences.

- Regular shift pattern:
  Recurring fortnightly shift on the same day and time of the week.

- Flexible shift pattern:
  Volunteers on this roster pattern will not be on a pre-determined schedule but will sign-up to vacant shifts as they become available.
  ‘Flexible’ volunteers must:
  o Regularly use SLM’s electronic database Volgistics (VICNET and/or VICTOUCH) to check for and sign-up to shifts and be proactive in working towards their shift quota
  o Sign-up to a minimum of 3 shifts in their first 2 months
  o Fulfil a minimum of 3 shifts per calendar quarter, to ensure they remain engaged throughout the year

Training & Additional Requirements
Training
- All Volunteers are required to complete induction training and a site visit prior to beginning their volunteer role.
- 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.

Email and internet
Museum Volunteers must have and maintain their own email address and internet connection.

**Review & Feedback**

All Museum Volunteers participate in *Review & Feedback* once per year. 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 *Review & Feedback* 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
- Volunteers provide their own meals for any breaks