

VOLUNTEER VACANCY INFORMATION PACK



Event Volunteer, Future Engineers

Closing Date:

11pm on 20 September 2018

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This section contains important instructions for completing your online application. Please read and then complete the “Why do you want to Volunteer in this Role” section in your online application.

The Museum is part of the Science Museum Group. The Museum is a charity (No: XN63797) with exempt status.

OUR MISSION AND VALUES:

At the Science Museum Group, we make it our mission to **Inspire Futures**. Our talented and dedicated colleagues are guided by five values that encapsulate simply what we’re all about:

- we **think big**, pushing the limits of what’s possible;
- we challenge ourselves to **reveal wonder**;
- we use our passion, expertise and creativity to **share authentic stories**;
- we aim to **ignite curiosity** in our audiences and our colleagues; and
- we take pride in being **open for all**

Event Volunteer, Future Engineers

Department:	Learning and Events	Type:	Volunteer Role
Location:	National Railway Museum, York	Hours:	9.30am – 4.00pm / 11am – 2pm / 6pm – 10.45pm (one night only)
Supervisor:	Public Events Coordinator, Leanne Roberts	Start Date:	26 October 2018
		End Date:	4 November 2018

ABOUT THE ROLE:

Help us inspire the engineers of the future by volunteering to help us deliver one of the biggest events of the year - our annual Future Engineers season.

You don't need to have any engineering or railway experience; just lots of enthusiasm for helping our visitors enjoy their visit to the museum by encouraging them to take part in our activities.

You will help us by welcoming visitors to our events and helping people navigate their way through the bustling learning activities, live demonstrations and talks happening around the museum. You might get involved in activities run by our learning team by giving families one to one help or assisting engineers from the rail industry in our Engineering Hub. Volunteers will also have opportunity to support our exciting new museum lates event on Friday 26 October.

Volunteering for Future Engineers is a varied and enjoyable role and at high energy event. It's also a fantastic opportunity to develop your experience of working in a museum, network with museum and industry professionals, learn about event management and develop your customer service skills.

WHAT YOU WILL BE DOING:

- Helping with activity set-up / tidy-up as required.
- Giving a warm welcome to visitors and engineers at Future Engineers events and activities.
- Help staff deliver learning activities for families by giving one to one help with some of the individual activities that make up Future Engineers
- Helping with basic visitor enquiries and directing people to staff members who can help.
- Directing people to exhibitions, facilities and activities around the museum.
- Helping visitors who are queuing during busy periods.
- Supporting our evaluation by monitoring attendance or encouraging people to complete evaluation material.

WHAT YOU BRING TO THE TEAM:

You will definitely ...

- Be proactive, enthusiastic and demonstrate a positive attitude.
- Be an effective communicator with good customer service skills.
- Be willing to adapt to the changing needs of the event.
- Demonstrate good problem-solving abilities.

- Be able to work well independently and as part of a team.
- Be committed to attending the museum on mutually agreed days.
- Be self-motivated and confident in dealing with all age groups
- Be interested in learning, or public events in museums.

It would be good if you ...

- Have some experience of assisting at or delivering events or learning activities.
- Have some experience in a customer-facing role.
- Have some prior knowledge of NRM facilities, events and exhibitions taking place in the museum
- Can engage with all types of people; particularly with families and children.

ADDITIONAL INFORMATION:

- To volunteer in this role, you must be 18 or over and eligible to volunteer in the UK. Unfortunately, SMG is unable to act as a sponsor organisation if you do not have the appropriate visa.
- This role is subject to a Disclosure Scotland basic criminal record check.
- You will need to be available for a full day training session on 13 October or 17 October.

HOW TO COMPLETE YOUR ONLINE APPLICATION FORM

When you reach the “**Why do you want to Volunteer in this Role?**” section of your online application form, please tell us:

1. What has inspired you to apply for the events volunteer role.
2. Give an example of how you have worked as part of a team.

If you require assistance to complete your application or would like to inform us of anything we need to take into consideration during our shortlisting process, for example due to a disability, please contact us by email at volunteer.nrm@sciencemuseum.ac.uk or by calling 01904 685737.

We wish you every success with your application!