

**VISITOR ENGAGEMENT VOLUNTEER ROLE DESCRIPTION**

The Museum of Zoology is reopening this Autumn. Come and join our team as a Visitor Engagement volunteer.

We are hoping to make the Museum as accessible and friendly as possible. We are looking for volunteers who are excited to take on a public facing role. Prior knowledge of the museum or the collections is not a necessity, we want volunteers who are enthusiastic and willing to learn.

**Why the Museum of Zoology needs volunteers**

* Visitor Engagement Volunteers provide a friendly welcome and interact with visitors. They supply information about the exhibitions and displays, and answer questions from visitors or direct them to members of staff who can.
* Volunteers help make the museum accessible by providing tours and assisting visits.
* Visitor Engagement Volunteers play a valuable role in maintaining museum security during opening hours by supervising visitors in the galleries, and supporting the front desk staff.

**About Visitor Engagement**

Being a visitor engagement volunteer is all about helping people make the most out of our museum. You will be acting as the face of the museum so we’d like you to welcome visitors and be aware of their needs.

**Volunteer tasks**

* Provide a warm welcome to visitors
* Interact with visitors in a helpful manner
* Act as a guide to the museum
* Support visitors using interactive displays and museum handouts
* Supervise handling sessions
* Help with museum special events
* Maintain security in gallery spaces and follow health and safety procedures
* Support other volunteers with extra needs

**Why volunteer at the Museum of Zoology**

* Learn more about this unique world renowned collection
* Develop a range of skills within a University museum
* Join a supportive, professional and enthusiastic team
* Gain valuable experience of working within a museum environment
* Meet new people
* You will be provided with relevant training that will enhance your CV
* Contribute to the running of an important educational resource and historic collection

**Skills required**

Volunteers from all backgrounds and experience are welcome. An interest in zoology is desirable but no specific knowledge is expected. This role may appeal to those who have an interest in working in fields related to Zoology, Education and Learning, and the Museum and Heritage sector.

We value a friendly manner and enthusiasm to learn, and are looking for volunteers who are happy to take on a public facing role. Visitor Engagement Volunteers should be friendly and helpful towards all visitors.

Team work is vital to this role, along with a willingness to support other volunteers with extra needs.

Punctuality and reliability are important, as well as adherence to security, and health and safety procedures. You will be volunteering under the guidance of the Volunteer Coordinator, the Museum Administrator, and the front desk staff. You will be required to be on your feet for most of your time in the galleries, but seating will be provided.

**Training and support**

Training for the Visitor Engagement Team will take place in September and October. Volunteers will be encouraged to take part in further training during their time at the museum, and are supported by staff in Zoology and across UCM.

**About the Museum of Zoology**

The University Museum of Zoology holds a collection of approximately 4 million specimens covering the entire animal kingdom, past and present, of which around 5,000 are on public display. The collections rival those of major museums world-wide and are significant for our knowledge of the history of fauna around the world, and for the history of science itself.

The museum’s main purpose is to promote and advance the understanding and appreciation of the richness and diversity of animal life in the past, present and future of our planet.

For the past four years the Museum has undergone a Heritage Lottery Funded redevelopment which has transformed the gallery and collections storage to achieve that aim. New facilities including a school room, museum shop and a café will all enhance the visitor experience and the key thread throughout any visit will be our dedicated team of volunteers.

**Time involvement**

Volunteers are needed during Museum opening hours:

Tuesday 10am – 5pm

Wednesday 10am – 5pm

Thursday 10am – 5pm

Friday 10am – 5pm

Saturday 10am – 5pm

Sunday 12 – 5pm

The day is divided into 2 shifts of 3 ½ hours:

Morning: 10 am – 1.30 pm

Afternoon: 1.30 pm – 5 pm

Volunteers are welcome to take on more than one shift per day should they wish. In this case a break of one hour will be included between shifts.

**Date for your diary**

The welcome day will take place on Wednesday the 6th of September.

**To apply**

Please download and complete the Expression of Interest Form and return to: Opening Doors Project Coordinator, University of Cambridge Museums, The Fitzwilliam Museum, Trumpington Street, Cambridge, CB2 IRB or [opendoor@hermes.cam.ac.uk](mailto:opendoor@hermes.cam.ac.uk). For further information call 01223 765410.

