



June 2016

Gallery Evaluation Volunteer with the University of Cambridge Museums

Why the University of Cambridge Museums needs this role

UCM's are a varied group, with differing interpretation styles, and wide audiences. But what do visitors think they are coming to? What do they get out of their experience?

The Gallery Evaluation project seeks to answer some of these questions, by discretely observing our visitors and interviewing some of them.

Volunteer tasks

- Following appropriate training, volunteers will be expected to time and track museum visitors.
- Volunteers will be expected to conduct exit interviews with some members of the public. This will include engaging and proactively approaching visitors.
- Information and feedback from visitors will be recorded by the volunteer on paper forms tailored for each venue, following a consistent and structured method.
- Volunteers will remain professional and positive in their approach to the evaluation and understand that they may be seen by the public as representing the museums.
- Volunteers will be expected to conduct the evaluation activity alongside the Front-of-House teams.

What you will gain from this role

- Training will be provided by Sarah-Jane Harknett.
- Practical experience working across several museums.
- Develop your skills and experience within a University museum setting.
- Join a motivated, fun and enthusiastic team.
- Gain valuable experience that will enhance your CV and set you apart in the job market.
- Meet new people within your local community.
- Satisfaction of giving back.
- Gain cultural sector contacts within a supportive environment.

Skills required

Volunteers from all backgrounds and experience are welcome, especially those who have an interest in working in the Museum and Heritage Sector or market research. We are looking for confident, reliable, punctual and self-motivated people who are able to put visitors at their ease. Volunteers must be approachable, able to communicate with a variety of audiences and have exceptional listening skills. Much of the time you will be working unsupervised, while also representing the museum to members of the public. This role requires volunteers to be on their feet in the museums for much of the time.

Potential time commitment: Tracking takes place during the normal opening hours of the museum, so will vary according to the venue being evaluated. A tracking session is usually two hours.

Location: Various University of Cambridge Museums, all within a short walk of the town centre.

Responsible to: UCM Gallery Evaluation Coordinator. Direct work with museum Front-of-house staff.

Training and Support

We will provide you with training in the particular museum evaluation techniques used by the project.

Health and safety responsibilities

You will be responsible for your own health and safety and that of others with whom you volunteer, by reporting all potential and actual health and safety matters including accidents using the correct procedures.

Legal check requirements for this role

We have a legal responsibility to ensure that you have the right to volunteer in the UK before you can start volunteering for us. If you do not have the right to volunteer in the UK already we will not be able to progress your interest any further.

To Apply

Please return a completed Expression of Interest form (attached) to:
opendoor@hermes.cam.ac.uk or Opening Doors Project Coordinator, University of Cambridge Museums, c/o The Fitzwilliam Museum, Trumpington Street, Cambridge CB2 1RB.

Closing Date: On going

About the University of Cambridge Museums

University of Cambridge Museums is a consortium of the eight University Museums, which works in partnership with the Cambridge University Botanic Garden and other Cambridge University collections. They include: Fitzwilliam Museum, Kettle's Yard, Museum of Archaeology and Anthropology, Museum of Zoology, Museum of Classical Archaeology, Whipple Museum of the History of Science, The Sedgwick Museum of Earth Sciences and The Polar Museum.

The University's collections are a world-class resource for researchers, students and members of the public representing the country's highest concentration of internationally important collections, all within walking distance of the City Centre.