

POSITION TITLE Front of House Volunteer – Data Collector
ROLE PURPOSE / CONTEXT Front of House Volunteers liaise and work closely with museum staff to provide high quality services to visitors. They make a significant contribution to the museum in enhancing the visitor experience and sharing the stories of our cultural and natural heritage. Data collection volunteers are an essential component of our program of visitor research: finding out who is visiting, when they are visiting, and why they are visiting. By surveying a sample of visitors across the year, the Museum builds up a picture of its visitors that helps inform future exhibitions and programs. The survey is conducted on site using an iPad, and is designed to be quick and easy for visitors to complete.
REPORTING / WORKING RELATIONSHIPS <ul style="list-style-type: none">• Reports to: Manager, Visitor Experience• Works with other Front of House volunteers, Museum Staff and Security personnel
SPECIAL CONDITIONS <ul style="list-style-type: none">• Volunteers must be at least 18 years of age• Attendance at compulsory briefing and induction sessions• Ability to operate an iPad to a moderate level of aptitude• Ability to stand for the duration of a 2-hour shift• Volunteers will be expected to undergo a National Police Check or demonstrate a current check < 3 years old
KEY RESPONSIBILITIES <ul style="list-style-type: none">• Approach visitors to invite them to participate in the study• Read out and record visitor responses to the questions provided using an electronic survey loaded on an iPad.• Surveys are conducted periodically throughout the year at different times of Museum operation (weekdays, weekends, public holidays and school holidays).• Timing is flexible, although ideally volunteers should be able to commit to at least 2 x 2-hour shifts per month. We are particularly keen to have volunteers who are available on weekends and public holidays.• Arrive at least 5 minutes prior to start of the shift & sign in to work diary• Follow guidelines and policies as directed by the Visitor Experience Team• Maintain a commitment to Equal opportunity, Diversity & Ethical Conduct.• Comply with WHS legislation and South Australian Museum WHS policies and procedures

DSD Role Statement

- In keeping with the Museum's Child Protection policy, volunteers are not to accept responsibility for unsupervised children at any time.
- Strive for practices that align with the South Australian Museum Mission, Vision & Objectives
- Promote the South Australian Museum in a positive way without making any comment or opinion to the public on personal, professional or political issues that could be construed to be those of the South Australian Museum

DESIRABLE KNOWLEDGE/SKILLS/EXPERIENCE

- Strong interpersonal skills
- Confidence and willingness to approach visitors systematically
- Diligence, resilience and attention to detail
- Experience in market research or conducting surveys is desirable but not essential
- Training will be provided
- Note: survey volunteers must be at least 18 years of age.
- Email address for communication is required

TRAINING PROVIDED

The program includes:

- WHS Training
- Support provided by the South Australian Museum to cover areas such as:
 - Occupational Health, Safety and Welfare
 - Research integrity training
- This role requires specific training in the principles and methods of visitor research prior to commencing, as well as hands-on training in the ipad and survey platforms.

BENEFITS OF PARTICIPATION

- Customer service and data collection experience
- Interaction with Museum staff and other volunteers from a variety of backgrounds
- Becoming part of the Museum's volunteering community includes invitations to volunteer appreciation events and special exhibition previews
- Museum volunteers are entitled to discounts in the Shop and Café as well as free entry to special exhibitions upon presentation of their Volunteer ID.