

South Australian Museum

Volunteer Role Statement



POSITION TITLE Front of House Volunteer - Museum Host
ROLE PURPOSE / CONTEXT <ul style="list-style-type: none">• 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 by providing information services to visitors to the museum.
REPORTING / WORKING RELATIONSHIPS <ul style="list-style-type: none">• Reports to: Visitor Experience Officer• Works with other Front of House volunteers, Museum Staff and Security personnel
SPECIAL CONDITIONS <ul style="list-style-type: none">• Attendance at compulsory briefing and induction sessions• Some light manual handling required when staffing the cloakroom desk• Volunteers will be expected to undergo a National Police Check or demonstrate a current check < 3 years old• A contact email address (essential) and mobile telephone number (desirable)• Volunteers must be at least 18 years of age

KEY RESPONSIBILITIES
<ul style="list-style-type: none">• Greeting visitors near the entrance of the Museum, offering information and directions as required.• Staffing the Museum's cloakroom desk• Assisting with the arrival and induction of school groups• Promoting the current exhibition to prospective visitors.• Directing visitors to where they can purchase tickets.• Guiding and assisting visitors seeking to book into special events and programmes.• Responding to general queries in and around the exhibition.• Hosting shifts will run throughout the operating hours of the Museum (weekdays, weekends, public holidays, school holidays), and possibly some additional evenings. It is anticipated that hosting shifts will be typically 3 hours between 10am – 5pm. (10 – 1, 12 – 3, 2 – 5)• Time commitment is flexible and through mutual agreement. Rostered shifts will run throughout the course of exhibitions and also during school holidays although it is not expected that all volunteers will be available for the full period the exhibition is open or for all of the school holidays.• Additional hosting duties can be performed outside of these times as agreed by the volunteer and the visitor experience team.• Commit to rostered responsibilities and communicate any roster change.• Arrive at least 5 minutes prior to start of the shift.• Follow guidelines and policies as directed by the Visitor Experience Team

DSD Role Statement

- Maintain a commitment to Equal opportunity, Diversity & Ethical Conduct.
- Comply with WHS legislation and South Australian Museum WHS policies and procedures, including making a safety procedures announcement at the start of every tour.
- 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

<i>DESIRABLE KNOWLEDGE/SKILLS/EXPERIENCE</i>
<ul style="list-style-type: none">• Strong interpersonal skills and an interest in customer service• Flexibility and initiative• Ability to interact professionally and positively with a wide variety of visitors• Ability to work co-operatively with other Front of House staff, including Security, Shop & Café staff, and volunteer tour guides.• Knowledge of the Museum's layout. Willingness to familiarise with ticketing and booking procedures and general content of the special exhibitions in order to be able to assist and advise visitors.
<i>TRAINING PROVIDED</i>
<p>The program includes:</p> <ul style="list-style-type: none">• Induction tour• WHS Training• Gallery descriptions and FAQ's to assist with answering common visitor queries• Task-specific training for Cloaking and Schools Induction procedures• Support provided by the South Australian Museum to cover areas such as:<ul style="list-style-type: none">- Occupational Health, Safety and Welfare- Equal Opportunity- Cultural sensitivity & appropriate language- Interpretation and communication- Knowledge about the museum collections• Each new Volunteer will be mentored on their first 2 shifts• Chance to progress to Museum Gallery Guide for suitable candidates.
<i>BENEFITS OF PARTICIPATION</i>
<ul style="list-style-type: none">• Customer service and hosting 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.

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