

## VOLUNTEER ROLE PROFILE

Collections Centre Guide Saturday/Sunday

Department:	Collections and Interpretation
Location:	British Motor Museum, Banbury Road Gaydon, Warwickshire CV35 0BJ Collections Centre ( CC )
Reports to:	Volunteer Co-ordinator
Key relationships:	Curator Head of Collections and Interpretation Workshop Manager
Hours:	Saturday/Sunday Between the hours of 10.45am – 16.00pm Full day shifts A regular commitment of two days a month or more would be advantageous.
Key facts:	This role involves facilitating public access to the Centre for public viewing, guiding tours and valeting the collection. Please note that this role requires standing for long periods but you will rotate through the two floors during the day. As a volunteer you will not be paid. We will reimburse your out of pocket travel expenses incurred whilst volunteering for us, in line with our policy

## **Role specification:**

- Offer a warm and friendly welcome, providing information about the day's activities and helping to orientate visitors around the collection
- Check tickets/do a Visitor count when required.
- Exceed all visitor expectations with the quality of presentation, service and information
- Provide guided tours of the collection and master classes on specific marques when required.
- Learn and develop a knowledge of BMM and its collections, events, exhibitions and visitor services
- Valet the cars in the collection
- Provide a friendly environment for a visitor that offers an experience they will want to repeat
- Ensure the public areas are ready to accept visitors
- Be vigilant and alert in the galleries for the security and safety of the collection, exhibitions and visitors

## **Requirements / Skills**

- Clear communicator with strong verbal skills when dealing with the public, collection and museum staff
- Be able to give presentations, tours and talks to general public
- Pro-active attitude and a willingness to contribute within a busy team
- Interpret the Collection and have a degree of knowledge about the collection and exhibits on display
- To know how obtain more detailed information and how to deal with customer feedback
- An interest in or knowledge of the motor industry, historic cars, transport or industrial heritage would be useful but not essential
- An understanding of the security and safety issues relating to a visitor attraction

## **Administrative points:**

- Training in customer care, guided tours and fire evacuation will be provided, including an induction course.
- Company logo work wear and Volunteer badges will be provided for the project, as will personal protection equipment (PPE) when required
- The British Motor Museum, operates a non-smoking policy
- Parking is free and available at our main BMM site

Please note this volunteer profile does not form an employment contract between BMM and the volunteer.

Sonja Dosanjh 9 January 2017