



Volunteer Title:	Volunteer Tour Guide
Reports To:	Volunteer Development Manager

Background

Background The ambition of the British Army Flying: Discovering Stories of Courage, Comradeship and Innovation Project is to create a viable museum that tells the unique stories of British Army flying in a way that engages the next generation of audiences. The project will have a significant impact in terms of developing the Museum of Army Flying's audiences, through newly relevant, refreshed and engaging displays, education programmes, improved visitor experience, volunteer involvement and targeted work with those not currently engaged with the Museum of Army Flying's heritage. The project aims to connect with families, primary schools and youth groups, serving and retired Army Air Corps personnel, adult curious minds and aviation and military enthusiasts.

General Responsibilities:

involved in could include:

- Welcoming the public and engaging them in the collections and stories of the museum to enhance their experience as visitors.
- Leading small groups on scripted tours around the museum. • Supporting visitors in getting the most from the museum's displays.
- Answering visitor queries and providing quality customer service. • Ensuring the museum is kept to high standards of presentation and tidiness.
- Managing groups and ensuring they safely enjoy their visiting experience.
- Proactively offering information on the museum's story, promoting upcoming events and signposting other ways visitors can get more actively involved
- Talking to visitors about the Museum of Army Flying Stories of Courage, Comradeship and Innovation Project.
- Recording visitor numbers.
- Occasionally carrying out surveys and evaluation on site. • Reporting any serious issues, concerns, accidents and emergencies promptly.
- Recording personal hours of volunteering and passing these on to the museum team.
- Taking part in relevant training and championing an inclusive approach in all work.

Essential Skills:

- Willingness to learn tours as per training provided
- Good team player
- Adaptable
- Good timekeeping
- Stamina to deliver activities for the required amount of time
- Courteous and helpful always
- Able to communicate to a range of audiences

Desired Attributes:

- Experience of working with people of different ages and abilities
- Experience of working in museums or the heritage sector
- Clean driving licence

Rewards:

- Induction, training and support
- Opportunity to develop new skills and meet new people
- The knowledge that you are making a significant difference to The Museum of Army Flying • 20% discount in the Museum Shop and Cafe

Volunteer Hours: between 9.30am to 2.30 pm but this may vary depending on day bookings

This position is of a voluntary nature and your availability for undertaking the role will be agreed in advance with your supervisor. Ideally you should be able to commit to an ongoing weekly/monthly agreement.

All these arrangements are binding in honour only and not intended to be legally binding.