



**Role title:** Volunteer Ambassador  
**Department:** Visitor Experience  
**Location:** Science Museum, London  
**Overview:** To assist visitors at the Museum by being there for them, answering questions and giving directions.

### Role background and description

The Science Museum Group comprises the Science Museum in London and Wroughton, the National Railway Museum in York and Locomotion in Shildon, the Museum of Science and Industry in Manchester and the National Media Museum in Bradford. It is the world's pre-eminent museum group in the fields of science, technology, industry and medicine. The Museum is governed by a Board of Trustees appointed by the Prime Minister, and is funded by grant-in-aid through the Department of Culture, Media and Sport.

The Science Museum in London houses a selection of world class exhibits and galleries for the public to enjoy. The purpose of the Ambassador role is to help interpret the collections and convey the history behind the objects so the public can engage with them. Ambassadors also help visitors at the Museum by being there for them, answering their questions and giving directions.

We are proud to deliver World class Service to all our visitors, and expect our volunteers to provide the best service to make the visitor's experience a more enjoyable one.

This is an opportunity for those interested in customer service, science and museums, which will give volunteers the unique opportunity to work in a world-renowned museum and to gain and develop a wide range of skills.

### Volunteers would be required to perform the following tasks within their role:

- To be in constant contact with visitors and to present an excellent image at all times
- To aid visitors with general and specialist enquiries, directing them to appropriate sources of information where necessary
- To be aware of Museum procedures, collections and activities, and have knowledge of the local area
- To assist with Museum events and provide interpretation and information
- To liaise with staff and other volunteers to ensure knowledge is up to date
- To promote volunteering at the Science Museum on the main concourse during the day
- To promote volunteering at the Science Museum at our monthly Lates events (optional)

- To assist at the Groups Entrance during events when required.

## **Commitment required**

We envisage 30 volunteers working in this role, and would ask each Volunteer to commit for a minimum of six months, volunteering approximately one day (5 hours) per fortnight.

## **Skills**

Applicants for this role should have the following skills:

- Excellent verbal communication
- A passion for the Science Museum Collection

Other skills that might benefit an applicant would be:

- Foreign languages
- Experience of the science and technology and/or museum sectors
- Presentation experience.

Please note that the Science Museum Group is unable to reimburse travel expenses.

The Science Museum Group is an equal opportunities employer and welcomes applications from all sections of the community.

## **How to apply**

Application emails should be sent to [volunteer@sciencemuseum.ac.uk](mailto:volunteer@sciencemuseum.ac.uk) by 17.00 on Friday 26 October 2012, and should cover the following:

- Why you would like to be a Science Museum Volunteer
- What you feel you would gain from being a Volunteer
- What makes you suited to the role you are applying for
- Your personal details.

You may also include a CV with your application, but this is not mandatory.