

## Volunteer Position Description

**Role Title:** Orange Regional Museum Front of House Volunteer

**Main Purpose of the role:** To be part of a team of volunteers providing welcoming services and general assistance to visitors of Orange Regional Museum.

### What does the role involve?

- To participate in generic front of house training in order to develop communication skills and practical knowledge to assist visitors to Orange Regional Museum.
- To attend required training to identify personal learning objectives, milestones and progress.
- Take direction and guidance from Museum staff.
- Greet visitors on entry to the Museum.
- Provide information to the visiting public in a friendly and courteous manner.
- Assist in undertaking visitor surveys.
- Comply with the Work Health and Safety Act and regulations and Council's Code of Conduct.

### When?

The role will require giving at least 4 – 8 hours per month on a roster basis. Front of house duties will be conducted between the hours of 9.30am – 2.30pm weekdays or at other times when necessary. Each rostered shift will be approximately 2 hours in duration and will be flexible where possible to meet a volunteer's availability.

### Where?

Orange Regional Museum

### Support, Supervision and Training

Successful volunteers must complete Orange City Council's Corporate Volunteer induction process.

Further support, supervision and training will be provided by Orange Regional Museum so that volunteers have an understanding of the role to carry it out effectively. Training will be provided in current exhibitions and upcoming events at Orange Regional Museum. It is essential that volunteers attend all training sessions provided by Orange City Council and Orange Regional Museum.

### Requirements

- An interest and enthusiasm in sharing information on history and culture related to our exhibitions.
- To be self-motivated and willing to learn new skills.
- To be able to interact well with the general public and have good communication skills.



ORANGE REGIONAL MUSEUM

- The role will require some standing and walking within the Museum.
- Volunteers will be required to follow Council's Corporate Volunteer Process.
- A criminal background check will be undertaken for successful volunteers at Council's expense.

### **Uniform and ID**

- Volunteers must wear suitable enclosed footwear and should be neatly presented for volunteer shifts.
- Volunteers will be issued with a lanyard and photo identification card which must be worn at all times during rostered hours.

### **What does the role offer?**

This role is suitable for someone who has a keen interest in history and culture, and enjoys interacting with the general public. By getting involved as a volunteer you have the opportunity to:

- find out more about local heritage, history and culture;
- enjoy meeting new people and being part of a team;
- enjoy social inclusion and a sense of community;
- make good use of current skills and interests.

### **Briefing session**

Applicants will be requested to attend a one hour briefing session to find out further information about the role at Orange Regional Museum on Wednesday 1 April 2020.

### **Induction and training for successful applicants**

Successful applicants will be required to attend Council's Corporate Volunteer Induction process and Orange Regional Museum training in late April 2020.

### **Further information**

If you need further information about this volunteer opportunity, please contact Sally MacLennan, Public Engagement and Education Officer at:

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