

The Collection

Art and Archaeology in Lincolnshire

Exhibition Volunteer

Natural History Museum's 56th Wildlife Photographer of the Year

Whether you are 17 and just starting out, looking to gain experience in arts and museums or looking to try something new – you may very well be able to help us.

Art galleries and museums are a great way to engage with culture and help visitors engage with art, and here at The Collection and Usher Gallery we like to make sure everyone that comes to visit has a great time.

Whether it is looking around one of our vibrant temporary exhibitions, trying to find their house on our aerial floor map of Lincolnshire or investigating Bronze Age gold, Iron Age longboats or Early Medieval Lincoln, there is always a chance to learn something new.

About the role:

We are looking for enthusiastic Exhibition Volunteers with excellent communication skills, who are interested in developing a sound knowledge of the day-to-day running of public gallery and museum spaces and displaying fascinating collections in museum settings.

As an Exhibition Volunteer you are likely to be the first person many of our visitors will encounter when they come to spend their day with us, so we are looking for volunteers who are positive, have a sense of fun and want to make their day as special as possible.

The role will include greeting and counting visitors into the exhibition in a warm and friendly manner, orientating them around the gallery and advising on the social distancing rules that the site has put in place, capturing valuable data for the museum from our visitors via an online survey and answering general enquiries. The volunteer will also monitor and control visitor numbers in the gallery space.

You must be aged 17 or over to apply.

About the Exhibition:

Why volunteer with us?

There are many benefits to volunteering for the Heritage Service; you will gain experience of working in a gallery and museum environment and interpreting art for broad audience, enhance your customer care skills and have the opportunity to work in an innovative and unique contemporary art exhibition. This may lead to further volunteer placements at The Collection in the future. The experience can be added to your CV and a reference can be provided for you by the Exhibitions and Interpretation Officer.

When will we need you?

Natural History Museum's 56th Wildlife Photographer of the Year is open 5 days per week (excluding Tuesdays and Wednesdays) 10 am – 4 pm (apart from Friday Late events).

We are looking for volunteers to help us from Saturday 3rd July – Sunday 19th September

You can choose your hours from:

10 am to 1 pm (Thursday to Monday)

1 pm to 4 pm (Thursday to Monday), or

Friday Late evening events 4-8pm on Fridays in August.

What will I be doing?

This role is all about the visitor experience and capturing vital data. Many visitors will be coming to The Collection for the first time or will be visiting for the first time since the new social distancing rules have been put in place and we want to ensure we give the best customer service possible, this means smiling, making eye contact, engaging in conversation and talking about the exhibition. As ambassadors for The Collection, you'll need to be confident in promoting the facilities, future exhibitions and our other heritage attractions. You will be asking for visitor feedback and encouraging visitors to complete the survey form so we can learn from their experiences.

What skills and experience do I need?

You will need to demonstrate a passion for art and heritage. Previous customer service experience is desirable with a natural aspiration to provide high standards of customer care.

What support will I get?

Our friendly Visitor Experience Team will be on hand to support you during your role and provide you with all the advice and help you need. There will be plenty of time for you to see and experience the exhibition, you will be invited to a special event for Exhibition Volunteers to see behind the scenes at the install and our Exhibition's Team will provide you with useful guides to help you answer questions.

What else do I need to know?

The Collection and Usher Gallery is located in the town centre and is in easy reach of the train station, bus station and local town centre car parks. In certain circumstances, it is possible to reclaim mileage, car parking fees and bus and train fares when volunteering with us.

Keeping you safe:

- The Collection has been awarded the VisitEngland 'We're Good to Go' COVID industry standard consumer mark to provide reassurance that clear processes are in place to keep everyone safe.
- We have introduced a number of new safety measures, including:
 - Limiting visitor numbers
 - Providing hand sanitising stations
 - Implementing a one-way system
 - Social distancing signage
 - Face coverings are mandatory for visitors
 - We have enhanced cleaning measures in place
- In addition to these safety measures we can provide volunteers with all the necessary personal safety equipment; including access to facemasks, face shields and hand sanitiser as well as training and support in working safely.

Whilst we will not be able to provide you with a uniform, we do encourage volunteers to wear smart casual clothing in our dress code colours of lilac/purple/black tops and plain black trousers and skirts.

How do I apply?

Apply online <https://www.lincolnshire.gov.uk/jobs-careers/apply-become-volunteer>

We receive lots of application forms and not everyone is successful, if you are unsuccessful on this occasion we will let you know the reasons why.

The deadline for initial applications is 5pm on Sunday 20th June, the induction events will be held at 2pm on Wednesday 23rd; 2pm Thursday 24th and 2pm Friday 25th June at The Collection Museum (if you are successful in your application, the first shift available will be Saturday 3rd July).

We will accept applications after this date with training and induction to be arranged.

Need more information?

If you have any questions or need further information about this role. Please contact The Collection via email thecollection@lincolnshire.gov.uk or telephone 01522 550965.

