**Volunteer Opportunity – Visitor Engagement Volunteer **

**Reporting to:**

Volunteer Coordinator and Assistant Director: Learning & Community Engagement

**Who we are:**

The Florence Nightingale Museum celebrates the life and work of the world’s most famous nurse. Located on the banks of the river Thames opposite the Houses of Parliament, the museum attracts visitors from around the world who want to learn more about the ‘Lady with the Lamp’ and her Victorian world. We also examine Florence’s legacy and her influence on nursing today. The Florence Nightingale Museum runs a busy learning programme for schools, family activities and a lively events programme with regular afternoon and event talks.

**Why we need your help:**

We are recruiting volunteers to help bring our collection to life and tell the story of Florence Nightingale. Volunteers will support staff to play a vital role in the daily running of the Museum. They will help to engage diverse audiences and provide our visitors with an excellent visitor experience.

**How much time will it take?**

We are looking for individuals who can commit to either one or two 4-hour shifts per week for a minimum of 3 months. A regular pattern of working days is preferred with some degree of flexibility negotiable.

Shifts are half days (13.00-17.00) Monday – Friday and (12.00-16.00) Saturday and Sunday. Shifts during school holidays may vary.

**Role and responsibilities:**

* Assist the Visitor Experience team by facilitating short 15 min introduction tours to visitors
* Facilitate object handling sessions with visitors
* Meet and greet visitors
* Help the museum gain an insight of its audience by encouraging visitors to take part in visitor surveys and recording visitor engagement data
* Assist the retail team in promoting the museum guide book to visitors
* Assist the retail and admission team at operating the welcome desk and till to cover lunch breaks
* Assist the learning team in setting up and clearing away school sessions
* Support the learning team with the preparation and facilitation of holiday activities for families
* Occasionally usher at evening events and represent the museum at outreach events off-site
* Carrying out other visitor engagement activities as required on the day (training or briefing will be provided where necessary)
* Contributing to the upkeep and visual appearance of the museum by keeping it clean and tidy for our visitors

**Who are we looking for?**

Applications are invited from anyone aged 18 or over who has an interest in supporting the Florence Nightingale Museum and/or Lambeth community. Your application should clarify why you are interested in volunteering at the Florence Nightingale Museum, what you feel you can bring to it and what you hope to learn from it.

**The role will suit someone who:**

* Has an interest in museums and history, in particular nursing history
* Has good verbal communication skills and good customer service skills, confident in communicating with visitors of all ages
* Is proactive, friendly and welcoming
* Has the ability to take initiative and work well independently or as part of a team
* Is reliable and able to commit to one shift a week
* Is security conscious, adhering to the Museum’s policies concerning Health and Safety and the wearing of your pass at all times when on the premises

**What we can offer you:**

* Opportunity to gain experience working in a museum environment
* Relevant induction training as well as object handling and tour training
* Opportunity to develop new skills and gain valuable work-related experience
* The opportunity to develop communication skills and gain experience in working with people of different ages and backgrounds
* Opportunity to engage with history
* Experience of working in a visitor facing role improving communication skills through public speaking and story-telling
* Opportunity to meet new and like-minded people
* Travel expenses reimbursed up to £10

**Next Steps:**

If you are interested in registering your interest for this role, please send a completed application form and CV (optional) to Holly Henry at [HollyH@florence-nightingale.co.uk](mailto:HollyH@florence-nightingale.co.uk)

Candidates will be required to provide two references. All volunteers are subject to an informal interview and reference checking.

**Thank you for your interest!**