**Volunteer opportunities**

**Florence Nightingale Museum**

**Post:** Volunteer

**Reporting to:** Learning and Access Manager and Visitor Experience and Retail Manager

**The Florence Nightingale Museum**

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 all over the world who want to learn more about the ‘Lady with the Lamp’ and her Victorian world. We also examine Florence’s legacy, her influence on nursing today and the continuing relevance of her work. The Florence Nightingale Museum runs a busy learning programme for schools and families activities, as well as a lively events programme with regular afternoon and event talks.

**Why do we need you?**

We are recruiting a new team of volunteers to help bring our collection to life and tell the story of Florence Nightingale. This is an exciting time for the Florence Nightingale Museum with our upcoming exhibition on Spanish Flu this Autumn and 2020 when we will be celebrating the 200th anniversary of Florence Nightingale’s birth. Volunteers alongside members of staff will play a vital role in the daily running of the Museum. They will help to 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 four hour shifts per week for a minimum of three months. A regular pattern of working days is preferred with some degree of flexibility negotiable.

Shifts are half days either morning (9.00-13.00) or afternoon (13.00-17.00). Shifts happen during Museum opening hours, 9.00-17.00 Monday – Sunday.

**Main Activities:**

* Assist the Visitor Experience team by facilitating short 5 min introduction tours to visitors
* Facilitate object handling sessions with visitors (training will be provided by the museum)
* Assist the learning team in setting up and clearing away school sessions.
* Help the actor interpreter with greeting school groups and crowd control in the Gallery
* Support the learning team with the facilitation of holiday activities for families
* Meet and greet visitors
* Help the museum gain an insight of its audience by encouraging visitors to take part in visitor surveys
* Assist the retail team in promoting the museum guide book to visitors
* 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 make clear 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 on your own
* Is reliable and able to commit to one shift a week
* Is willing to work as part of a team
* You must be 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’s in it for you?**

* Opportunity to gain experience working in a museum environment
* An induction and training, including object handling and tour training
* Opportunity to develop new skills and gain valuable work-related experience
* Opportunity to engage with history
* Experience of working in a visitor facing role
* Opportunity to meet new people

**Application process:**

If you are interested please complete the application form and send your CV with your application to Kristin Buhnemann at [kristin@florence-nigtingale.co.uk](mailto:kristin@florence-nigtingale.co.uk)

\*Candidates will be required to provide two references.