



Volunteer Explainer

Summary

The Museum of Brands, Packaging and Advertising is a popular friendly museum of consumer culture located in West London. Our volunteer Explainers help us in providing a warm welcome to our customers and playing an essential part in our visitor experience. Volunteers will be museum ambassadors for this exciting, lively, and engaging museum. If you love working in a public facing role and have great presentation skills we would love you to join our team.

Explainers support the Duty Manager and Learning Officer with the following:

The Explainer role is fast-paced and varied, with the Explainer being involved in various tasks throughout the day. The duties of Museum Assistant range from engage with our visitors, helping them to navigate around the Museum by answering queries, talking confidently about the exhibition, and collecting email addresses.

- Welcoming visitors, engaging with them and providing information about the museum and its collection.
- Enhancing visitor's learning and meaning making through object handling within the galleries and other exhibitions, particularly during group visits
- Helping visitors to discover more about the Museum, assisting with interpretation - e.g. answering questions, handing out children's quizzes and trails and leaflets.
- Gathering and processing customer information.
- Conducting research into the collection
- Advocating for the work of the Museum of Brands, Packaging, and Advertising.

Who we're looking for:

We'd also extend an invitation to anyone, in particular retired members of the local community, with a specific interest in social history to apply for this role.

- Excellent communication skills, friendly and confident about approaching audiences of all ages and backgrounds, you will be confident in initiating conversations with visitors and responding to visitor questions. You will be confident in initiating conversations with visitors and responding to visitor questions.
- Passionate about brands and advertising with a willing to research and learn about the museum's collection
- Reliable, timely and dependable
- Strong communication skills
- Able to use an iPad/computer confidently such as programmes like Microsoft Word and Excel
- Understand the importance of Health and Safety
- Ability to work well in a diverse team and can cooperate with others
- Ability to think on your feet and use initiative to solve problems
- Self-motivated – with a readiness and drive to improve knowledge and skills

**Training and support:**

We have an induction process, during which we give Volunteers the information we believe they need to enjoy their time with us. Training is mainly 'on the job', supported by an experienced volunteer as well as the manager on duty. Volunteers are given regular feedback and we remain open to suggestions on how we can improve the volunteer experience. The Explainer receives continued training and development throughout their time with us,

Availability:

We are looking for volunteers who would ideally like to donate one 4 hour every week, either as a 10-2pm shift, or a 2-6pm shift, for a minimum of 3 months. Ideally you will be able to start immediately, although this is not essential. Travel and/or lunch expenses will be paid up to £10 per day.

Additional information:

We rely on our team of dedicated volunteers to keep the Museum running smoothly on a day-to-day basis, and there may be rare and brief occasions when fully trained volunteers will be in the Museum with no manager present.

We invite anyone interested in this role to apply with CV and brief covering note to our Visitor Services Coordinator, Chloe Turner, at scott@museumofbrands.com

Please call Chloe on 02072439610 with any questions regarding this role or applications.

Please note: Applicants from some overseas countries are required to have a relevant work permit or student visa in order to volunteer in the U.K. We'll need to see this for our records before volunteering can commence.