



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 play an essential part in the visitor experience. Volunteers will be museum ambassadors for this exciting, lively, and engaging museum. If you like working in a public facing role and have good presentation skills, we would love you to join our team.

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

- Welcoming visitors, engaging with them and providing information about the Museum.
- Enhancing visitor's learning, particularly during group visits.
- Helping visitors to discover more about the Museum.
- Gathering and processing customer information.

Who we're looking for:

- Friendly and confident about approaching audiences of all ages and backgrounds.
- A knowledge of brands and advertising - willing to learn about the Museum's contents.
- Reliable and dependable
- Good communication skills
- Understand the importance of Health and Safety

Training and support:

Training is primarily '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.

Availability:

We are looking for volunteers who would ideally like to donate one 4 hour shift 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:

Apply with CV and brief covering note to our Visitor Services Coordinator, Chloe Turner, at chloe.turner@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.