**Volunteer Role Description**

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| **Role title:** | Audience Research Volunteers |
| **Role location:** | Worcester City Art Gallery and Museum  The Commandery  Hartlebury Castle |
| **Time commitment:** | No set hours / days other than within the confines of opening hours at our museums. Research times will vary and include weekdays and weekends, but this can be a very flexible role. |
| **What you’ll do:** | Volunteers are needed to support museum staff and carry out face-to-face visitor research at each of our museums – Worcester City Art Gallery and Museum, The Commandery and Hartlebury Castle.  At Museums Worcestershire we are always striving to offer the best possible visitor experience. As part of this we wish to begin a programme of research across our museums to help us learn more about our visitors and their experience of our sites.  Surveying would take place during opening hours, at specified periods between July 2019 – March 2020. You would be following a set questionnaire. Training will be provided by museum staff with experience in customer service, audience research and our museums. This volunteer role can be at any or all of the Museums Worcestershire site - when applying, please specify your preference. |
| **What you get from the role:** | * Experience in a unique customer focussed and creative environment * Development of C.V. * Discount in the Museum Shop * Training and support * Annual social events, talks, and behind the scenes tours * Opportunity to help shape Museums Worcestershire’s visitor offer * Have fun! |
| **Skills you need** | We welcome interest from anyone 18 years and over, regardless of background or experience. All you need is enthusiasm.  Skills needed for this role:  • Happy to work alone and as part of a team  • Smartly presented  • Friendly and polite  • Physically able to perform all tasks listed above  • A good communicator  • Flexible  • Reliable |
| **Practical considerations:** | Volunteers will carry out their role throughout the year and volunteers need to be aware that the Museums Worcestershire sites can be cold during the winter months |
| **Application procedure:** | Complete and return a Volunteer Application Form to the Volunteer Manager who will contact volunteers for a chat about the role. Volunteers will then be invited for an informal interview to discuss the role further. References will be requested as part of the application procedure but these may be personal references, and volunteers are encouraged to discuss any concerns they may have about this with the Volunteer Manager. |
| **Contact:** | If you have any questions about volunteering for this role or would like to find out more about Museums Worcestershire contact:  Helen Large  Marketing Manager  [Helen.Large@worcester.gov.uk](mailto:Helen.Large@worcester.gov.uk) |