

National Memorial Arboretum

Role Description – Exhibition and Gallery Volunteer

What is the National Memorial Arboretum?

The National Memorial Arboretum in Staffordshire is the UK's year-round Centre for Remembrance; it is a place which helps people to reflect and to be inspired, a place where they can celebrate lives lived and commemorate lives lost in service. Located in the heart of the country, in the National Forest, with approximately 30,000 maturing trees and over 400 memorials across a 150-acre site, the Arboretum is a beautiful and lasting tribute to those who have served, suffered, and sacrificed on behalf of the Nation.

Exhibition and Gallery Volunteer Role Overview

An Exhibition and Gallery volunteer supports with the interpretation of our galleries and exhibits and through this, adds value to the visitor experience.

We operate three galleries, Landscapes of Life (Gallery 1) tells the story of Remembrance and the two others (Galleries 2 and 3) are open to temporary exhibitions, installations and participation spaces that change on a regular basis throughout the year.

Exhibition and Gallery volunteers are knowledgeable, visitor focused and passionate about the Arboretum. There are opportunities to support events and activities which help engage our visitors.

Throughout your time volunteering with us, there may be opportunities to meet local artists and be involved in the research for exhibitions and content - and there are plenty of opportunities to provide feedback.

Additional activities you may support are craft-based activities, escape challenges, augmented reality experiences, wider events such as Ride to the Wall, Remembrance Sunday and many more.

You will be sharing experiences of visitors and their stories with other members of the Exhibitions and Galleries team, to generate greater mutual understanding and knowledge

Who will this role suit?

- Individuals who enjoy interacting with the public and display excellent interpersonal skills
- Individuals who are excellent communicators at all levels
- Individuals who can use their judgement to engage with visitors, sometimes in a difficult or sensitive situation
- Individuals who are passionate about museums, the arts, culture, and heritage and are enthusiastic about engaging with others the themes explored in our gallery spaces
- Individuals who are committed to acting in line with the Royal British Legion's policies and procedures, including those related to data protection, confidentiality, safeguarding, health and safety, equality, and diversity
- Individuals who are willing and able to give a regular commitment of time
- Individuals who are interested in learning about the history of the Arboretum, including our site, our memorials and our nature

- Someone who can be an excellent ambassador for the Arboretum
- Individuals who are sympathetic to the values of the Royal British Legion and the Arboretum
- Individuals who are good listeners.

What will you be doing whilst on duty?

- You will become part of the wider Arboretum team and work closely with the Welcome Desk team to offer a warm and friendly welcome to our visitors. Further development opportunities to support on the tills and with meet and greet roles are available on request
- Sensitively engage with visitors to the site, recognising that each visitor's motivations and needs are different
- Offering information and opportunities to visitors to help them get the most out of their visit. Specifically, providing understanding and interpretation of the exhibitions in ways which are appropriate for the visitor
- Supporting with the installation and taking down of exhibitions and helping to maintain the highest standards in our gallery spaces
- Invigilating the Arboretum's galleries and safeguarding objects and works of display
- Supporting with events and other seasonal initiatives that help visitors engage with the National Memorial Arboretum (Such as trails for children, seasonal crafts and much more)
- Be able to confidently use a radio to ensure smooth operation day to day
- Directing visitors where necessary during any emergency evacuations
- Support visitors with the orientation screens in the Remembrance Centre to help them find information such as Memorial locations
- Support the story telling of the Arboretum, especially within the galleries and exhibitions

What support will be available to you?

- A structured training and induction pack for you to work through to help engage you with the site and support your development
- Continuous support from your line manager
- Day to day support from members of the team including the Visitor Service Assistants and wider volunteer teams
- A volunteer agreement that outlines both the Arboretum's expectations of you as well as what you can expect from the Arboretum

Key Information

- Shift times are 11am – 3pm all year round.
- A regular weekly commitment to the gallery and exhibition spaces is required. (e.g. one full day each week, one afternoon each week etc)
- Mileage expenses may be claimed if required and are paid at 0.45p per mile, to a maximum of 60 miles per visit, paid by BACS monthly
- Volunteers must be over 16 years of age. A formal volunteering agreement will begin upon receiving two references.

What is in it for you?

- Interesting and rewarding duties
- Meeting new people and making new friends
- Training relevant to your role
- 50% discount in The Restaurant on food cooked on site whilst on volunteering duty
- 20% discount in the Retail shop whilst on duty
- Mileage expenses paid
- Long Service awards
- Team events and socials
- Free car parking, when on or off duty
- Free uniform, including name badge, car parking pass and access card/ lanyard
- Weekly newsletter 'Newsleaf'
- Access to our volunteer system Better Impact to be completely in control of your own time

Does the following describe you?

- Passionate about helping visitors, eager to share knowledge and experience to help others
- Enjoy working in teams and individually
- Have a desire to provide great visitor interactions
- Committed to being the best you can you learn and develop skills

This role is purely voluntary, and this arrangement is not meant to be a legally binding or employment contract.