



National Memorial Arboretum

Role Description: Exhibition and Gallery Volunteer Role

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 380 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.

What does an Exhibition and Gallery Volunteer Do?

An Exhibition and Gallery volunteer can support a visitor with interpretation and adding value to the exhibits. We operate three gallery areas, one which tells the story of remembrance and two which are open to installations that change on a regular basis through the year. Knowledgeable, visitor-focussed, and passionate about the Arboretum. They also support events and other initiatives which help visitors to engage with the Arboretum.

They will also support the team in research for exhibition content and feedback gathering while visitors are on site.

You may also have the opportunity to support on wider activities on site, such as AR experiences or an outdoor escape challenge.

Sample activities: What will you be doing as an Exhibition and gallery Volunteer?

- You will be part of a team to offer a warm, friendly welcome to visitors and internal customers.
- Sensitively engaging with visitors to the site, recognising that each visitor's motivations and needs are different, and helping them all to get the most from their visit
- Offering information and opportunities to visitors to enhance their time at the Arboretum.
- Supporting with installation and deinstallation of exhibitions and helping to prepare and maintain the gallery space
- Invigilating the Arboretum's galleries and safeguarding objects and works of art on display
- Supporting events and other seasonal initiatives which help visitors to engage with the Arboretum (i.e., giving out family trails and activities during school holidays or supporting with wider interpretation activities on site)
- Confidently using a radio to interact with team members
- Directing visitors during an emergency evacuation
- Support using the information panels with visitors in locating memorials on site or additional information.
- Support the story telling of the Arboretum, especially within the gallery spaces



This may suit people who are:

- People-focussed, who enjoy dealing with the public and display excellent interpersonal skills
- Excellent verbal communicators
- Able to use their judgment to engage with visitors, sometimes in difficult or sensitive situations
- Committed to acting in line with Royal British Legion policies and procedures, including those relating to data protection; confidentiality; safeguarding; health and safety and equality and diversity
- Passionate about museums, the arts, culture, and heritage and enthusiastic about engaging others with the themes explored through exhibitions
- Willing and able to give a regular commitment of time
- Interested in learning about the National Memorial Arboretum, the history of the site, and the organisations and memorials
- Sympathetic to the values of the National Memorial Arboretum and The Royal British Legion
- An excellent Ambassador for the Arboretum

What Support will be available to you?

- A structured training programme to support your learning and development at the start of your volunteering career
- One-to-ones and annual “refresher” training
- Training and opportunities for further development during your volunteering career
- A handbook to support your volunteering
- Day-to-day support from another member of the team and Visitor Service Supervisor
- A volunteer agreement that outlines both our expectations of you as well as what you can expect from us.

What do you need to know?

Time commitment

A regular weekly commitment of time, ideally a full day each week* (or a half day at weekends).

*Full days are 08:45 – 17:00 in summer, and 09:45 – 16:00 in winter.

Training/Resources

A structured training programme to support your learning and development at the start of your volunteering career. Subsequent one-to-ones and annual “refresher” training

Expenses

Mileage at 0.45p mile between home and the Arboretum will be reimbursed up to a maximum of 60 miles, per return journey, for each volunteering duty day.

Extra Information

The minimum age for Volunteer applicants is 16 years old. Two references are required.



What is in it for you?

- Interesting and rewarding duties
- An opportunity to meet new people and make friends
- A chance to build on existing skills and develop new ones
- Training relevant to role
- 50% discount in our Restaurant when on duty (special terms apply) and free tea & coffee
- 10% discount in our Gift Shop
- Long Service Appreciation Awards
- Weekly e-newsletter 'Newsleaf' to help keep you up to date, and Quarterly staff & volunteer presentations
- Volunteer & staff social events
- Volunteer uniform
- Travel expenses
- Free car parking (whether on or off duty)

Our values and behaviours

Does the following describe you?

- Passionate about helping all visitors, eager to share your knowledge and experience to help others
- Enjoy being in teams and with others
- Have a desire to provide great support in all that you do
- Committed to being the best you can and to learn and develop new and existing skills.

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