



Role Title: Discover

Role Location: Imperial War Museum London

Management

Discover Volunteers will be under the guidance of the Volunteering & Engagement Team within the Volunteering & Engagement Department. Other IWM staff and volunteers will be available to advise and guide you as part of the larger scale event operation and will be involved in your recruitment and training.

Valuing our volunteers

Volunteers have long played a significant role at Imperial War Museums (IWM) and are integral to welcoming and shaping the customer experience and underpinning the Museum's key ambitions and vision.

We feel privileged to have volunteer support in a variety of roles and IWM values your expertise, knowledge and commitment.

Are you ready to be a part of our story?

Background to the role & selection

Imperial War Museums is a global authority on conflict and its impact on people's lives. Our vision is to be a leader in developing and communicating a deeper understanding of the causes, course and consequences of war. Using the personal stories and experiences in our unique collections, our objective is to challenge people of all ages to look at war and conflict from different perspectives.

Discover Volunteers are the warm and welcoming face of the museum helping visitors in the discovery and orientation of the site. They are confident using their initiative, intuition and are proud of being an IWM ambassador.

As well as helping visitors explore our exhibits and activities Discover volunteers also welcome school groups and help to point out key facilities, address access needs and highlight our 'Hidden Gems'.

As a Discover volunteer you will be there at the beginning of the visitor journey and will have the opportunity to make our visitors feel special and valued by informing, enthusing and engaging in all that IWM has to offer. You will be able to make recommendations based on their personal interests and provide information to make sure that they get the very most out of their visit.

We are looking for volunteers who are friendly, engaging and passionate about the IWM and its charitable message.

Where will I be based?

This is a fantastic opportunity for volunteers to develop customer experience skills in a practical setting alongside a diverse team at IWM London. Once the role is established, there will also be the opportunity to volunteer at other IWM sites.

As a Discover volunteer, you are based at designated 'hubs' across the site and rove around key 'hot spots' as part of your volunteering day.

Responsibilities and Duties

- To highlight the 'hidden gems' of IWM to customers, to inspire and to make personal recommendations for their visit/day accordingly based on their individual needs
- To meet & greet school groups
- To help orientate customers around site and provide access advice as needed
- To raise awareness of IWM programmes and ways in which our customers can help to support the Museum
- To be a welcoming face and a positive ambassador for IWM

Who are we looking for?

To volunteer for this exciting role, you must be aged 18 or over, enjoy new experiences, helping others and be happy to work as part of a team. If all this sounds like you then we would love to hear from you.

Your availability

We are looking for volunteers who can commit to 1 day per week, between 10.30am – 4.30pm any day of the week from Monday - Sunday.

Training and Selection

Applicants will be asked to attend an informal selection day and undertake two days' worth of initial training at IWM London in preparation for the role and with our support; you will need to develop a broad understanding of the collection and processes to help you answer any questions visitors may have.

Additional Information

Uniform

All customer facing volunteers are asked to wear either dark trousers or skirts with smart, comfortable footwear. You will be provided with a branded IWM red polo shirt and a red fleece for your volunteering. Cold/wet/warm weather gear and PPE will also be provided as appropriate.

Access

Should you have any access requirement your Volunteer Line Manager will make reasonable adjustments to help you with you fulfil your volunteer role.

Diversity/Inclusion statement

IWM is committed to a policy of Equal Opportunities

Expenses & Vetting statement

Volunteers can claim up to £10 per week towards travel expenses. This is for incurred expenses only and will be reimbursed on completion of an expense form and receipts. (Conditions apply)

Upon offer all volunteers are required to complete and clear a basic disclosure.

How do I apply?

To apply please visit [our recruitment portal](#), select 'Discover' (please remember to indicate Discover in your General Interests) we look forward to hearing from you.

Deadline for applications is 9 February 2020

Selection Days will take place 19 February or 21 February at IWM London

Branch Inductions will take place 6 March or 7 March at IWM London

Core Role Training will take place 11 March or 28 March at IWM London.

We look forward to hearing from you soon.