

Role Title: Discover Volunteer

Role Location: HMS Belfast

Management & Mentorship

Volunteer Engagement is a museum wide partnership that depends on staff and groups investing in the success of every volunteer team. Discover Volunteers will be Line Managed by the Visitor Engagement Coordinator with support from the Volunteer Team Leaders.

Valuing our volunteers

IWM Volunteering Vision and Mission

Our **Vision** is for people everywhere to seek us out as the place to volunteer to help make accessible, preserve, and tell the stories about past conflict and the contemporary world. Our **Mission** is to inspire a deeper understanding of the causes, course, and consequences of war through volunteering opportunities that empower, educate and inform.

Volunteers have long played a significant role at Imperial War Museums (IWM) and are integral to welcoming and shaping our visitors' 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 volunteer expertise, knowledge, and regular commitment.

Are you ready to be a part of our legacy?

Background to the role & section

Imperial War Museums' vision is to be a leader in developing and communicating a deeper understanding of the causes, course, and consequences of war. This role goes beyond delivering excellent customer service, it aims to challenge people of all ages to look at war and conflict from different perspectives, encourage debate, inform and educate and explore what happens when we go to war and the impact on people's lives.

Discover Volunteers are the warm and welcoming face of HMS Belfast helping visitors in the discovery and orientation of the ship.

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.

There is also the opportunity to develop/share skills and knowledge by leading activities that help visitors discover Communications at Sea (Morse Code, Semaphore etc).

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 on HMS Belfast. Once you are 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.

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.

What will I be doing?

- To highlight the 'hidden gems' of HMS Belfast 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

Your availability

Ideally, we are seeking volunteers who are available once a week. We are seeking your regular commitment to make the most out of this role and the training provided you. Volunteer shifts run from 10am – 1pm & 1pm - 4pm.

Training and Selection

Applicants will be asked to attend an informal (virtual) selection day and undertake three sessions' worth of initial training both virtual and on HMS Belfast in preparation for the role and with our support; you will develop a broad understanding of the history of IWM 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 HMS Belfast and 'Discover' (please remember to indicate Discover in your General Interests) we look forward to hearing from you.

- Selection Sessions will take place virtually the week of 10 May
- Virtual Inductions will take place the week of 7 June
- Onsite Branch Inductions will take place the week of 14 June on HMS Belfast
- Discover Training will take place week of 21 June on HMS Belfast

We look forward to hearing from you soon.