



## Volunteer Activity Assistant Position Description

<b>The Position</b>	Activity Assistant
<b>Reports to</b>	Volunteer Program Staff Public Programs and Education Staff
<b>Division, Work Group</b>	Museum Operations, Volunteer Program

### Primary focus of this position

The primary focus of this position is to greet and warmly welcome visitors, and to assist them to complete a designated activity which enhances their museum experience and facilitates their engagement with the museum's exhibitions.

### Duties

In pursuing the primary focus of the position, Activity Assistants are required to:

- Understand and undertake operational tasks, including:
  - Arriving at the specified activity location at the specified time to meet a Public Programs Officer, who will brief you on the activity and your volunteer role; and
  - Providing feedback on activities where required.
- Greet visitors and inform them of activity, including:
  - What the activity involves
  - Suitable age levels
  - Length of time to complete activity
  - Cost of the activity, if applicable
  - Any other information required.
- Where possible and appropriate, provide additional information, such as:
  - Linking subject matter of activity to the appropriate gallery and point out what else visitors can see in the museum relating to the subject matter being covered
  - Refer visitors to *Ask us* and other resources, such as the various Museums Victoria websites and the *Museums Victoria Collections* website
  - Other activities and their location that are available to them that day
  - Online resources
  - How to access Museums Victoria Apps.
- Continue to develop knowledge of Museums Victoria by attending training sessions and participating in ongoing volunteer feedback programs.
- Become familiar with the layout and content of the museum's galleries and exhibitions
- Gain a general understanding of the work of the museum and how to deal with visitor queries and comments.
- Ensure all safety and security procedures are followed each day and to report any issues of unsafe or potentially unsafe situations.

### Skills and Qualities

To effectively achieve the purpose of this position, the following attributes **are required**:

- Highly developed interpersonal skills.
- A good base knowledge of Museums Victoria campuses, Melbourne Museum, Scienceworks and Immigration Museum.
- A pro-active approach in greeting visitors.
- Support diversity and inclusion amongst our visitors.
- Enthusiasm for the museum, the position and visitors.

### Physical Environment

- Melbourne Museum public spaces.

### Physical Requirements

- Standing, sitting, reaching across, above and below shoulders, bending below knees, lifting moving and carrying equipment (within occupational health and safety guidelines).



### **Training Requirements**

- School Holiday Training – Optional. Can be onsite at beginning of first shift.
- Self-directed learning. Including information provided in the galleries, Ask us, MV Collections online and MV Website. Attending Museums Victoria Volunteer events.