



Lego Star Wars Host Volunteer Position Description

The Position	Lego Star Wars Host
Reports to	Volunteer Program Staff
Division, Work Group	Museum Operations, Volunteer Program

Primary focus of this position

The primary focus of this position is to provide direction and assist visitors to engage with the various zones within Lego Star Wars: The Exhibition. Hosts will also assist with the ongoing provision and maintenance of Lego pieces. This is a roaming role where volunteers can move around the exhibition space, providing assistance in defined zones. Hosts help visitors to engage and be fascinated by the exhibition, inspiring them to look further. Hosts also point out things of interest that may have otherwise been overlooked.

Duties

- Greet and acknowledge visitors to the exhibition in an open and friendly manner.
- Assist visitors to engage with the building and interactive aspects in defined zones.
- Assist with the deconstruction of Lego objects.
- Assist with the rotation of previously made Lego objects in defined zones.
- Be available and responsive to visitor's questions and requirements.
- Give visitors the opportunity for personal interaction.
- Provide visitors with an orientation of the space and help them to feel comfortable.
- Draw attention to anything of importance the visitor might not be aware of.
- Have a general understanding of the Museum's services, facilities, procedures and processes.
- Know the appropriate lines of communication when dealing with visitor queries and comments.
- As a volunteer you are not responsible for assisting with first aid, complaints, lost children, behaviour management, emergency situations and exhibition technical/structural issues. In all these cases defer to a staff member.

Skills and qualities Hosts

- The willingness and ability to engage with visitors and communicate at all levels, with a high level of interpretation skill.
- Good general knowledge and understanding of the subject matter and a willingness to build upon knowledge in a self-directed way.
- Ability to respond to the needs of children, adults, international visitors and other specific groups.
- Support diversity and inclusion amongst our visitors.
- A proactive approach to the use of their voluntary shift time.
- Enthusiasm: Visitors respond to the host's attitude towards their role.

Physical Environment

- Within the exhibition space, some areas have lighting effects, low lighting and loud noises.

Physical Requirements

- Standing
- Walking



- Bending

Role Specific Health, Safety and Wellbeing Considerations

- Follow general volunteer uniform guidelines. Please wear comfortable, enclosed shoes.
- Take breaks when required.

Time Considerations

- Shifts are usually two hours long. These times are negotiable and can be changed if discussed with a volunteer program staff member. If doing a double shift or going beyond two hours, volunteers are entitled to a 30-minute break during their shift. This is in addition to any other required breaks.

Training Requirements

- Role introduction by Volunteer Program staff.
- Self-directed learning, including information provided in the exhibition (i.e. story boards, signage & interactives), Exhibition Manual, Ask us and MV Website.