MUSEUMS VICTORIA

Volunteer Activity Assistant Position Description

The Position	Activity Assistant
Reports to	Volunteer Program Staff Public Programs and Education Staff
Division, Work Group	People and Engagement, People and Culture
Location	Melbourne Museum

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).

Role Specific Health, Safety and Wellbeing Considerations

- Follow general volunteer uniform guidelines and the Museums Victoria Dress Code Policy. Please wear comfortable, enclosed shoes.

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 Websites. Attending Museums Victoria Volunteer events.