

## RAMM VOLUNTEER ROLE PROFILE

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| Title  | <ul style="list-style-type: none"> <li>• IN0030 Beachcombing Handling and Interpretation Volunteer</li> </ul>  |
| Participant Group                              | <ul style="list-style-type: none"> <li>• Visitors of all ages, including children</li> </ul>   |
| Goals  | <ul style="list-style-type: none"> <li>• To engage members of the public with the beachcombing handling collection</li> <li>• To assist visitors with information about the museum</li> </ul>  |
| Activities and tasks                           | <ul style="list-style-type: none"> <li>• Provide visitors with information on the beachcombing handling collection</li> <li>• Provide visitor with information relating to the marine and mollusc collection</li> <li>• Be pro-active in assisting visitors with general information and accessibility information</li> <li>• Assist with the emergency evacuation of the galleries</li> </ul>   |
| Outline of responsibilities                    | <ul style="list-style-type: none"> <li>• Learn about the marine and mollusc collection and the beachcombing handling collection</li> <li>• Initially shadow existing volunteers</li> <li>• Become expert on RAMM's marine and mollusc collection</li> </ul>  |
| Time commitment required                       | <ul style="list-style-type: none"> <li>• <b>A minimum of 2.25 hours 10:45 to 13:00 or 13:00 to 15:15 twice a month on these dates:</b> <ul style="list-style-type: none"> <li>○ <b>Wednesdays from 13 May to 31 Aug</b></li> <li>○ <b>Saturdays 29 July to 31 Aug</b></li> <li>○ <b>The second or fourth Wednesday of each month from 1 Sept</b></li> </ul> </li> <li>• The role is suitable for anyone 18 years or older who wishes to actively volunteer for at least 3 months during the summer or at least 6 months from September</li> <li>• If you are a student (18 years plus at college or university) you should be available for at least two terms in an academic year with allowance for Christmas/Easter holidays and exams</li> </ul> |
| Boundaries and limitations                     | <ul style="list-style-type: none"> <li>• Although you are not responsible for security in the museum you will be expected to alert Visitor Services members of staff when incidents or issues arise</li> <li>• The role includes assisting with the evacuation of galleries. You are however not expected to go searching for people</li> </ul>  |
| Skills, experience and qualifications required | <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• As basic interest in marine and sea-life, with a willingness to learn more</li> <li>• An ability to communicate clearly to the public</li> <li>• Good people skills</li> <li>• The ability to work as part of a team</li> </ul>   |

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|   | <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Knowledge of beachcombing and marine</li> <li>• An interest in sea-life</li> <li>• Experience within a customer facing environment</li> </ul>  |
| Personal traits and qualities needed and/or desired | <ul style="list-style-type: none"> <li>• A commitment to volunteer to an agreed timetable</li> <li>• A friendly and courteous manner</li> <li>• Smart appearance</li> </ul>   |
| Orientation and training available                  | <ul style="list-style-type: none"> <li>• A general induction to the site, health and safety, child protection</li> <li>• An outline of policies, procedures and general responsibilities</li> <li>• Ongoing training in relation to the Roman Collection</li> </ul>                                       |
| Support and supervision                             | <ul style="list-style-type: none"> <li>• First Line supervision will be the Volunteer Co-ordinator</li> </ul>   |
| Mandatory activities                                | <ul style="list-style-type: none"> <li>• Commitment to attend on agreed days and times</li> <li>• Attendance of a volunteer induction and specific training for the role</li> </ul>   |
| Benefits to the volunteer                           | <ul style="list-style-type: none"> <li>• Satisfaction in completing a much needed task</li> <li>• Working with others</li> <li>• Meeting new people</li> <li>• Learn about the museum collections</li> <li>• Invitations to special events</li> <li>• Reimbursement for out of pocket expenses</li> </ul> |

**Note: You can combine this role with TG0030 Marine and Mollusc Tour Guide and FH0025 Sea-Life Exhibition and Interpretation Guide**

## Standard Risk assessment

This standard risk assessment outlines in brief the main hazards and precautionary control measures identified with this role. If you would like a more in depth risk assessment, please request this from the Volunteer Coordinator.

| Significant risk   | Measure in place to control   |
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| Fire   | <ul style="list-style-type: none"> <li>All volunteers given a full fire safety brief at induction by the Volunteer Coordinator</li> <li>Fire exits clearly signposted and kept clear of obstruction</li> <li>Signing in and out procedures followed</li> </ul>  |
| Child Protection   | <ul style="list-style-type: none"> <li>All volunteers briefed on Child Protection as part of the induction by the Volunteer Coordinator</li> <li>Volunteers are never alone with children on site for extended periods or regularly as children are accompanied by guardians or parents.</li> <li>Child Protection is regularly reviewed in line with current best practice.</li> </ul>   |
| Slips, trips and falls caused by uneven surfaces, obstacles or poor lighting | <ul style="list-style-type: none"> <li>Visitor Services check for damage on site and in lighting daily</li> <li>Floors cleaned out of public hours and signage used</li> <li>Visitor Services arrange for repairs and maintenance when necessary</li> <li>Volunteers made aware of slip, trip and fall hazards in induction by Volunteer Coordinator and encouraged to help maintain good housekeeping on site</li> </ul>   |
| Cold   | <ul style="list-style-type: none"> <li>Warm drinks are available in the staff room</li> <li>Volunteers are able to take breaks and move around the building if they need to warm up</li> </ul>  |
| Isolated working spaces  | <ul style="list-style-type: none"> <li>Visitor Services staff will check on volunteers periodically to ascertain their welfare</li> <li>CCTV cameras operate in the museum and are monitored by Visitor Services</li> </ul>   |
| Dealing with the public  | <ul style="list-style-type: none"> <li>Volunteers are briefed on customer care and how to deal with abusive members of the public in their induction</li> <li>Visitor Services staff trained on 'step away' are always on site and ready to assist volunteers</li> <li>All visitors must pass by trained staff to enter the site so abusive or unruly behaviour from entrance can be detected and admission to the site denied</li> <li>Accident and incident forms are on site and are procedures are in place to report, monitor and act on any incidents.</li> </ul> |
| Manual handling  | <ul style="list-style-type: none"> <li>Whenever possible objects are moved only by trained staff</li> <li>Heavy or difficult objects are labelled as such and not to be moved by untrained volunteers</li> <li>Volunteers who move objects around regularly can apply for manual handling training to the Volunteer Coordinator</li> </ul>  |
| COSHH  | <ul style="list-style-type: none"> <li>All cleaning fluids are kept in their original packaging with manufacturers guidance attached</li> <li>PPE such as cleaning gloves are provided where necessary</li> <li>COSHH assessments are carried out with all new chemical substances</li> <li>Volunteers are advised not to use any product that they are not confident or comfortable using and reminded to seek guidance from staff on site</li> </ul>  |