

## RAMM VOLUNTEER ROLE PROFILE

Title	<ul style="list-style-type: none"> <li>• TG0030 – Marine and Mollusc Tour Guide</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 Marine and Mollusc collections, and provide an introduction to the summer exhibition Sea-Life: Glimpses of the wonderful</li> </ul>
Activities and tasks	<ul style="list-style-type: none"> <li>• Provide visitors with information on gallery displays</li> <li>• Provide 30 minutes tours of the marine and mollusc collection</li> <li>• At the end of the tour provide a very short introduction to the Sea-Life: Glimpses of the wonderful exhibition</li> <li>• Be pro-active in assisting visitors with general information, What's on and accessibility information</li> <li>• Assist with the emergency evacuation of the galleries and public spaces</li> </ul>
Outline of responsibilities	<ul style="list-style-type: none"> <li>• Attend training for the tours which will include shadowing an existing guide</li> <li>• Become expert in the subject area of the tours to provide visitors with enhanced information</li> <li>• Sign-up on an electronic rota to lead tours up to 3 months in advance</li> </ul>
Time commitment required	<ul style="list-style-type: none"> <li>• A minimum of 3 hours once a month 11:45 to 14:45 OR a minimum of 1 hour twice a month 11:45 to 12:45/13:45 to 14:45. The 30 minute tours start at Noon and 2pm.</li> <li>• <b>This tours take place:</b> <ul style="list-style-type: none"> <li>○ <b>Every Wednesday from 13 May to 31 Aug</b></li> <li>○ <b>and every Saturday from 29 July to 31 Aug</b></li> <li>○ <b>then from 1 Sept the second and fourth Wednesday of each month only</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 of 2017 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 and public spaces. It is Visitor Services staff responsibility to do final searches and to ensure the building is clear</li> </ul>

Skills, experience and qualifications required	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• An 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> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Experience within a customer facing or education environment</li> <li>• Existing knowledge of marine and sea-life</li> <li>• Experience of working as a tour guide</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>• An induction to Visitor Services procedures</li> <li>• Ongoing training in relation to the galleries content</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 IN0030 Beachcombing Handling and Interpretation Volunteer**

## 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
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>