



Volunteer Role Description

Exhibition Gallery Volunteer

What is an 'Exhibition Gallery Volunteer'?

Fairfax House has carved a position for curating an exciting and diverse programme of exhibitions designed to offer new viewpoints and ways of understanding the long eighteenth century. Exhibitions offer a complementary role to the period rooms within Fairfax House, and have resulted in a rich array of remarkable material and objects coming to York on loan from collections and museums, both national and regional, from around the country. Fairfax House is offering a new role to support the exhibitions as Volunteer Exhibition Gallery Assistants, welcoming visitors into our gallery space, accepting entry tickets and offering introductory information and *Exhibition Guides*. They will assist with visitor questions and queries whilst keeping a watchful eye on the gallery, being aware of the careful balance between visitor service and security. Gallery Assistants don't need any specific knowledge beforehand, just a passion to inform, inspire and delight the thousands of people who visit this property each year.

What's in it for you?

- The opportunity to contribute to the work of a Museum with a rich and nationally recognised programme of exhibitions
- Being immersed in nationally significant objects on loan from museums and collections around the country
- First-hand familiarity of exhibitions and an insight into issues relating to visitor culture, perspectives, interpretation and engagement – particularly useful for those looking to embark on a pathway to cultural heritage management, visitor services or curatorial work
- Valuable work experience for those wishing to work in the culture and heritage sector
- Becoming part of a friendly and dedicated team
- Learning about one of England's finest Georgian townhouses
- Meeting people from all walks of life and making new friends
- Fine tuning your excellent communication skills
- Discovering new things about what you can do and learning new and useful skills
- Personal satisfaction since you have the opportunity to make a real difference to our visitors' experiences
- Volunteering in a beautiful historic environment
- Free admission to the Museum

What's involved?

As an Exhibitions Assistant your role will be to:

- Welcome visitors to the current exhibition and accept entry tickets into the gallery space (or direct visitors to where these can be purchased)
- Offer *Exhibition Guides* to each visitor (included in the exhibition entry charge) and provide basic orientation of the space
- Invigilate the gallery, remaining vigilant at all times and helping provide additional protection and security of our loan objects works and reporting any concerns to the front of house immediately
- Support visitor engagement by providing assistance and information on the Museum's wider programme of activities and events, and permanent collections and displays where necessary
- Gather informal and formal feedback and information from our visitors, helping us to understand and evaluate our audiences
- Be available from 10.00am till 1.00pm, or 1.00pm till 4.00pm, on your day of volunteering
- Be happy and confident in talking to our visitors and members of the public
- Support any other activities relevant to the role - there may be other activities where we could use your help

This role will suit people who... are not afraid to talk to people but who are also thorough, meticulous and observant in their approach, good at juggling the different dimensions of the role and enjoy providing a very professional experience.

You will also ...

- Be proud to represent Fairfax House
- Be keen to learn new skills
- Be a good communicators or want to be good communicators
- Be friendly, cheerful and have a positive outlook
- Enjoy providing excellent service
- Be able to adapt your skills and knowledge to suit different situations
- Have a passion for helping people

Extra information

Time commitment

3 hours per shift: once a week or fortnight, or more if you can. Weekends and Bank Holidays especially. Our rota is done 4 weeks in advance so you'll have plenty of notice when volunteer hours are available on days that work for you.

What you need to wear

We ask our volunteers to be well-presented in a casual but smart appearance that is appropriate to being an ambassador for Fairfax House. You will be mostly on your feet, however, so comfortable shoes are a must.

Training/Resources

All new volunteers will receive induction sessions with the Senior Guide to help prepare them for the role.

In addition, it is recommended that new volunteers consider going on one of the House's regular history tours, read the House Guide Book and attend the twice-yearly Volunteer meetings to further their knowledge and development.

This role is purely voluntary and does not create a legally binding arrangement or employment contract.