

# National Justice Museum

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## Role title: Heritage Buddy Volunteer

**Accountability:** Volunteer Co-ordinator.

**Supervision:** Volunteer Co-ordinator, Visitor Experience Manager, Assistant Visitor Assistant Manager.

**Hours:** Variable, though it may require flexible time commitment, including weekends, school holidays and some evenings, depending on the person you are supporting. We ask that you are willing to commit to volunteering regularly, not only to make the experience fulfilling and worthwhile for you, but also for the person you are supporting.

**Location:** The National Justice Museum, Shire Hall, High Pavement, The Lace Market, Nottingham NG1 1HN.

### What is the purpose of this role?

The National Justice Museum provides fun and engaging activities, exhibitions, and educational programmes relating to law and justice to inspire people of all ages and backgrounds to become active and responsible citizens.

This Heritage Buddy role is in collaboration with NCVS (National Community and Voluntary Service) and Historic England, with the aim of supporting people to increase their confidence in getting involved with their local heritage and history, and therefore, boost their wellbeing.

As a Heritage Buddy Volunteer, your role will be to help and encourage someone to be more confident in getting the most from the National Justice Museum.

### What will I be doing?

Your tasks will vary depending on the needs of your 'buddy', but **may** include:

- Giving your 'buddy' a phone call to provide a personalised welcome.
- Researching bus times and routes.
- Accompanying them on their visit around the Museum or to a specific activity/event within the Museum.
- Providing encouragement and support so that they feel confident in making the journey and engaging with the Museum.

Your tasks will depend on the needs of your 'buddy', as well as your own needs. You may not be undertaking all of these tasks.

All volunteers need to adhere to the National Justice Museum's Volunteer Agreement, as well as Policies, Procedures, Vision, and Values.

### What skills/experience will I need?

There are no essential skills for this volunteering role. However, it would be helpful to have **any** of the following:

- Good interpersonal and communication skills – an ability to provide a friendly welcome to all.
- A passion for visitor experience and ensuring an amazing day out for all visitors to the National Justice Museum.

- An interest in supporting others, including listening to them and their needs in a non-judgemental manner.
- Confidence working without direct supervision.
- Experience in working or volunteering in museums, galleries, heritage sites, and/or in the social care sector.
- An interest in history, heritage, or the justice system.

Please note that we are required by law to carry out a criminal record check (DBS) for certain volunteering roles with children, young people, and vulnerable adults. You may be subject to this check in this role.

### How will I benefit from volunteering?

- An exciting opportunity to develop new or existing skills, knowledge, and experience within the heritage sector and potentially the social care sector.
- Be an important part of one of Nottingham's multi-award winning and best-loved visitor attractions, with the potential to enhance and contribute meaningfully to the National Justice Museum's work.
- Develop your understanding of and increase your connection to local heritage and historic environments.
- Training will be offered appropriate to the role, but all volunteers will receive a full induction, including a health and safety briefing and details on the National Justice Museum's Policies, Procedures, Vision, and Values. The Heritage Buddy programme will also provide further training and peer support.
- The opportunity to meet and engage with a variety of people.
- Be reimbursed for travel expenses up to £5 on receiving proof of expenditure (ticket or receipt).

### Interested in applying?

**Just go back to our website, Volunteer | National Justice Museum, and click apply!**

- We are so pleased that you are interested in volunteering with us at the National Justice Museum. Unfortunately, whilst we would love to have as many volunteers as possible, we cannot guarantee that every person who expresses interest will be able to volunteer with us.
- You should receive an email once you have submitted your application confirming that it has been received. The Volunteer Co-ordinator will get back to you as soon as possible.

**If you have any questions or require more information, please contact:  
[volunteer@nationaljusticemuseum.org.uk](mailto:volunteer@nationaljusticemuseum.org.uk)**