

# National Justice Museum

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## Role title: Visitor Experience Volunteer

**Accountability:** Volunteer Co-ordinator.

**Supervision:** Visitor Experience Manager, Assistant Visitor Experience Manager.

**Hours:** This role is predominantly between 10am-3pm, Monday-Sunday, and does require a flexible time commitment, including weekends and school holidays. We ask that where possible, you sign up to at least one shift a month, though ideally more frequently to make the experience fulfilling and worthwhile.

**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 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.

As a Visitor Experience Volunteer, you will assist the Visitor Experience Team in ensuring an amazing experience for all visitors to the National Justice Museum and our sister site, the City of Caves. You must be happy to engage with visitors of all ages and backgrounds.

### What will I be doing?

Supporting the work of the Visitor Experience Team in providing all visitors with a friendly welcome. On busier days, this may also include ticket checking and handing out our wristbands and site maps to visitors.

- Undertake training to learn about all of our facilities, events, and exhibitions at the National Justice Museum and the City of Caves, in order to assist visitors. This may include helping with wayfinding and answering any general questions.
- Taking care of our sites, including keeping them tidy and ensuring activities are stocked-up for visitors to enjoy.
- Initiating conversations with visitors about our sites and their history to encourage meaningful engagement, participation, and feedback.

Your tasks will vary depending on the needs of the Visitor Experience Team, as well as your own needs and interests. 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 visitors.

- A passion for visitor experience and ensuring an amazing day out for all visitors to the National Justice Museum and the City of Caves.
- Confidence working on your own initiative, not under direct supervision, including initiating conversations with visitors and answering general visitor questions.
- Experience in working or volunteering in museums, galleries, and heritage sites.
- An interest in history, heritage, or the justice system.

### How will I benefit from volunteering?

- An exciting opportunity to develop new or existing skills, knowledge, and experience within the heritage 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.
- 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 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)**