

Study Room Volunteer role description

Arts

14 July 2017

Study Room Volunteer

General background

The Study room is a new research space in Orleans House Gallery that provides visitors with increased access to the collection. This space comprises open picture storage; online access to the collections via the database MODES and other digital content. Based on the first floor of the gallery it is accessible by a stairway and lift.

Role description

Volunteers will be based in the study room to assist visitors with their visit. This role is a busy customer facing role and will involve:

- Welcoming and engaging with visitors
- Introducing visitors to the study room and explaining how to use the space
- Booking appointments for visitors
- Assisting school groups and individuals with their visit
- Responding to enquiries about the collection, over the phone, by email and face to face
- Contributing to the ongoing care of the collection
- Assisting researchers to access the collection both digitally and physically
- Acting as security for the collection
- Assisting with curatorial duties (i.e. documentation and cataloguing)

The study room is open 10-5 Tuesday-Sunday with at least one volunteer in attendance. The expected time commitment to fulfil this role is at least one morning or afternoon every two weeks.

Training opportunities

A number of training opportunities will be available for volunteers in this role including:

- History of the site and surrounding area, including sites included in the heritage hub
- Study room content and procedures
- Public speaking
- How to use MODES (collections database)
- History of the collection
- IT training
- Research skills
- Customer service
- Health and safety
- Manual handling

Other training may be available upon request as part of a volunteering network in West London

Desirable qualities and experience

- Experience of dealing with members of the public
- Experience of working with children and varied audiences
- Knowledge of the local area and its history
- Enthusiasm for history, art or heritage
- Good written and spoken English
- A helpful attitude
- Willingness to learn
- Enjoys being part of a team
- Ability to complete tasks independently

Confident when meeting new people