



Role Title: Discover Volunteers

Role Location: Churchill War Rooms, HMS Belfast or Imperial War Museum London (Lambeth Road)

Management

Discover Volunteers will be under the guidance of the Visitor Experience Team and the Volunteering & Engagement Team within the Volunteering & Engagement Department. Other IWM staff and volunteers will be available to advise and guide you as part of the larger scale operation and will be involved in your recruitment and training.

Valuing our volunteers

Volunteers have long played a significant role at Imperial War Museums (IWM) and are integral to welcoming and shaping the visitor experience and underpinning the Museum's key ambitions and vision. We feel privileged to have volunteer support in a variety of roles and IWM values your expertise, knowledge and commitment.

Are you ready to be a part of our story?

Background to the role & selection

Imperial War Museums is a global authority on conflict and its impact on people's lives. Our vision is to be a leader in developing and communicating a deeper understanding of the causes, course and consequences of war. Using the personal stories and experiences in our unique collections, our objective is to challenge people of all ages to look at war and conflict from different perspectives

Discover Volunteers are the warm and welcoming face of the museum helping visitors in the discovery and orientation of the site. They are confident using their initiative, intuition and are proud of being an IWM ambassador. As well as helping visitors explore our exhibits and activities Discover volunteers may also welcome groups and help to point out key facilities, address access needs and highlight our 'Hidden Gem'.

As a Discover volunteer you will be there at the beginning of the visitor journey and will have the opportunity to make our visitors feel special and valued by informing, enthusing and engaging in all that IWM has to offer. You will be able to make recommendations based on their personal interests and provide orientation information to make sure that they get the very most out of their visit.

We are looking for volunteers who are friendly, engaging and passionate about the IWM and its charitable message. Who are confident using their initiative and intuition and are proud of being an IWM ambassador.

Where will I be based?

You will choose either Imperial War Museum London at Lambeth Road, HMS Belfast near London Bridge or the Churchill War Rooms in Westminster when signing up. This will be your home branch. There will be opportunities to join the other branches if you would wish to.

Volunteers are based at designated 'hubs' across the site and rove around key 'hot spots' as part of your volunteering day.

This is a fantastic opportunity for volunteers to develop visitor experience skills in a practical setting alongside a diverse team at our branches.

Responsibilities and Duties

- To highlight the 'hidden gems' of IWM London to visitors, to inspire and to make personal recommendations for their visit/day based on their individual needs
- To meet & greet groups
- To help orientate visitors around site and provide access advice as needed
- To raise awareness of IWM programmes and ways in which our visitors can help to support the Museum
- To promote where appropriate IWM products and experiences to help IWM's financial sustainability
- To be a welcoming face and a positive ambassador for IWM

Who are we looking for?

To volunteer for this exciting role, you must be aged 18 or over, enjoy new experiences, helping others and be happy to work as part of a team. If all this sounds like you then we would love to hear from you.

Your availability

We are hoping for volunteers who can commit to ideally 1 shift per week, between 10:00 – 13:30 or 13:30 – 16:30 (timings can be flexible). We are particularly looking for more volunteers on the weekends and will give priority to applicants who are available on Saturdays, Sundays or Mondays.

Training and Selection

Applicants will be invited along to a selection session to find out more about the role and our organisation. They can choose one of the following dates:

- **Wednesday, 13 March (taking place at IWM London)**
- Saturday, 16 March (taking place at Churchill War Rooms)
- **Sunday, 17 March (taking place at IWM London)**
- Monday, 18 March (taking place at HMS Belfast)
- Wednesday, 20 March (taking place at Churchill War Rooms)

- Thursday, 21 March (taking place at HMS Belfast)

Successful applicants will then undertake two training sessions on site in preparation for the role and with our support you will develop a broad understanding of the collection and processes to help you answer any questions visitors may have.

Selection sessions will start in mid-March and training sessions will run through March / April.

Additional Information

Uniform

All visitor facing volunteers are asked to wear either dark trousers or skirts with smart, comfortable footwear. You will be provided with a branded IWM red polo shirt and a red fleece for your volunteering. Cold/wet/warm weather gear and PPE will also be provided as appropriate.

Access

Should you have any access requirement your Volunteer Line Manager will make reasonable adjustments to help you fulfil your volunteer role.

Expenses & Vetting statement

Upon offer all volunteers are required to complete and clear a basic disclosure (DBS).

Volunteers can claim up to £12 per week towards travel expenses. This is for incurred expenses only and will be reimbursed on completion of an expense form and receipts. (Conditions apply)

Diversity / Inclusion statement

IWM is committed to a policy of Equal Opportunities

Application

To apply please visit www.iwm.org.uk/volunteer, select 'Find My Volunteer Role' and the branch you are interested in (please indicate 'Discover' in your General Interests). If you have any questions or problems kindly contact: ALLVolunteeringEngagement@iwm.org.uk / 0207 940 6345

Deadline for applications is **Monday 11th March for IWM London** and **Friday 15th March for Churchill War Rooms and HSM Belfast**.

Should you want to speak to us in person, we are offering a drop-in afternoon at IWM London (Lambeth Road) on **Saturday 9th March 11:00-13:00** for any questions you have or support you might need.

We look forward to hearing from you soon.