‘Young Rembrandt’ Exhibition Welcome Desk Volunteer (Visitor Experience)
27 Feb - 7 Jun 2020

The Exhibition
This exhibition will be the first in the UK to explore the early career of the most famous of all Dutch artists, Rembrandt van Rijn (1606 - 1669). Beginning with his earliest known paintings, prints, and drawings made in Leiden in the mid-1620s, and ending at the moment when he rocketed to stardom in Amsterdam in the mid-1630s, this exhibition will chart an astonishing transformation.

The Role
Your role will be to welcome visitors to the Young Rembrandt exhibition, scan their tickets, and help to answer any questions they might have, which can range from specific enquiries about the exhibition and purchasing tickets for it to more general questions about the museum. The exhibition desk can get busy so it is a great space to engage with our visitors and ensure that they really enjoy their visit to the museum.

Volunteers will usually be helping in pairs but may occasionally be asked if they are happy to volunteer alone. Front of house staff (Duty Managers and Visitor Experience Assistants) will be nearby to support volunteers with anything they are unsure of, and the team will be coordinated by the Ashmolean Volunteer Manager.

We are looking for volunteers who:

- are friendly and helpful
- will enjoy meeting people of all ages and backgrounds and sharing their love for the museum
- are able – or willing to learn – to operate a computer in order to scan visitors’ tickets or membership cards
- will remain calm during busy times and focussed during quieter times
- have an interest in history and/or art history – although enthusiasm is more important than expertise
• appreciate the importance of health, safety, and security for visitors and the collections – although volunteers are not responsible for visitor behaviour

The Team:
You’ll be part of the Visitor Experience team, which aims to make sure all visitors to the museum have the best possible time by helping them to engage with and learn from our collections. You’ll get the chance to work with a diverse range of people from a variety of backgrounds. The museum is an exciting place to learn from your peers and to grow and share your skills, knowledge, and interests.

Training and support:
We will:
• provide full training for the role, as well as ongoing support during your time with us
• welcome you into the Ashmolean team and invite you to relevant meetings, talks, and events
• provide opportunities for you to interact with a wide range of other people and to develop your knowledge, confidence, and customer service skills
• value and appreciate your contribution to the work of the museum

Timings:
We want to provide the best service for our visitors, which means having the Exhibition Desk open all day. We are currently looking for volunteers to help on Saturdays, Sundays, and Mondays.

Each day has been divided into two sessions: 9.45am - 1.30pm and 1.15 - 5pm. There is a 15 minute overlap to allow for afternoon volunteers to be updated by the morning volunteers about any developments that day.

Ideally, volunteers will be willing and able to offer four sessions per month (i.e. a regular session each week), but this is flexible and we are also happy for volunteers to offer their time as and when they can.

Because of the training involved, we hope that volunteers will be available for the entire period of the exhibition (late Feb - early Jun); however, we are also happy to consider volunteers who are only available for part of this time.

Other practical points:
• This role will mainly be a ‘sitting’ role, but it may sometimes be helpful to stand; please let us know if you have any concerns about this
• Volunteers can claim reimbursement for travel of up to £4.30 per session, upon receipt of transport or car parking tickets.
• This role is open to volunteers aged 18+.
• This role is not regulated activity and therefore does not require an additional safeguarding (DBS) check.
• This role will require a Right to Work check.
How to get involved:
We expect to hold informal interviews for this role on Friday 14th and Saturday 15th February, and for training to take place on Sunday 23rd and Wednesday 26th February (volunteers will only need to attend one day), with the aim of volunteers starting in late February.

To apply, please email Caroline at volunteering@museums.ox.ac.uk, in no more than 200 words, why you would like to help and confirming your availability for interviews, training, and volunteering, by Thursday 6th February. She will then pass applications on to Ruth Farnan, Ashmolean Volunteer Manager.