

Volunteer Role Description: Sunday Family Friendly Volunteers



About Sunday Family Friendly Sessions

Every Sunday afternoon, 2 - 4 pm, families gather under *T. rex* to borrow activity backpacks, do simple make-and-take crafts, choose from a range of trails and colouring sheets, and investigate objects in a set of sorting boxes. These sessions are delivered by volunteers, who welcome family visitors and help them to engage with the range of activities. The aim is to highlight the Museum as a fun, familiar, safe place for younger children and their grown-ups to learn and play together.

Volunteers usually work in pairs, but experienced volunteers are occasionally asked if they are happy to run the session alone. The team is coordinated by Jenny Hulmes, the Museum's Education Assistant, and is supported by Visitor Experience staff on the day.

Commitment

Volunteers are recruited and trained for this role periodically. Once they have joined the team, they can expect to deliver a session, on average, once every 4 - 6 weeks – although the rota is flexible.

About Sunday Family Friendly Volunteers

- Enthusiasm is more important than expertise, as this role is about creating a positive experience for families. Open body language, a warm tone, and a smile are key!
- We hope that volunteers will enjoy interacting with families and will feel confident managing them and the space during busy periods. (Visitor Experience staff are always nearby to help, if needed.)
- An always-friendly but sometimes-firm manner is important: e.g. when loaning out backpacks, volunteers should emphasise that they are for *borrowing*, not taking!
- Willingness to lend a helping hand is also important. Although the make-and-take crafts are designed to be simple, volunteers may be asked to help visitors who are less dexterous or confident.
- This role involves moving trolleys through the Museum. Please let us know if you have any concerns regarding this and we can discuss how best to support you.

Training

Prior to joining the team, volunteers attend an introductory briefing to familiarise them with the purpose and practicalities of the role, as well as the specific activities on offer and relevant aspects of safeguarding. The briefing is arranged at a mutually convenient time and delivered 1:1 or in a small group. Volunteers then shadow a session before becoming active volunteers by mutual agreement. The supervisor will aim to review volunteers on an annual basis, but volunteers are invited to ask questions and offer constructive feedback at any point during their volunteering.

Why you might enjoy this role

The opportunity to:

- connect with the Museum
- join a friendly, enthusiastic, and supportive team of volunteers
- interact with the general public and inspire family visitors
- build confidence developing and practising communication skills

Other information

- The space where this volunteering happens has step-free access via a lift.
- Volunteers can stand or sit for this role but at least one volunteer will need to move around the area at regular intervals to proactively keep things tidy and offer friendly support and encouragement.
- The Museum can get very noisy, and both the light levels and the temperature in the Museum vary with the seasons.
- Visitor Experience staff will support set-up and take-down, but volunteers will need to arrive early enough to start on time and should allow additional time to pack away at the end.
- Volunteers can claim reimbursement for travel expenses of up to £5 per session.
- This role is open to volunteers aged 18+.
- Volunteers who are new to GLAM will need to be registered on the GLAM Volunteer Service mailing list (MyImpactPage.com), and the Volunteer Service needs to have received two references and done an ID check before volunteers can start in this role. The role does not require any additional checks.

Next steps...

We are particularly keen to hear from people who could help in August/September. If you are interested in getting involved, then please [follow this link](#) to fill in a brief Microsoft Forms form. It asks for your availability to meet in the next few weeks and to confirm your general availability to help on Sundays in the coming months. It also asks you to briefly explain why you're interested in the role. **The deadline is Sunday 5th July**, after which Caroline will share expressions of interest with Jenny.

Any information you provide will be kept in accordance with our [Data Retention Schedule](#).