



Gunnersbury Park Museum

Museum Volunteer Role Description

Role: Museum Volunteer

Status: Voluntary role, unpaid

Reporting to: Angharad Howell, Volunteer and Visitor Experience Officer

Hours: Morning (09:45 – 13:15) or an afternoon shift (13:00 – 16:00), ideally once a week. Tuesday to Sunday, days are flexible.

This volunteer role will be based within the Visitor Experience Team in Gunnersbury Parks newly refurbished local history museum. Gunnersbury Park Museum is housed in a beautiful Regency mansion and serves the local boroughs of Ealing and Hounslow. The Visitor Experience Team is comprised of the Volunteer and Visitor Experience Officer, the Visitor Assistants and a large group of volunteers and interns. This team is responsible for ensuring that a consistently excellent level of visitor experience is provided and that the day to day front of house aspects of the Museum run smoothly. Museum Volunteers are vital to ensuring that our visitors enjoy the Museum and its collections by adding a personal and relatable presence to every visit. These volunteers are eager to learn and will become well versed in our fascinating local history and enjoy enthusiastically sharing this information with our diverse range of visitors.

Please note that this role is voluntary and therefore unpaid, however Gunnersbury Park Museum is happy to be able to offer travel reimbursement up to a value of £8 upon proof of purchase, for each volunteer shift attended.

Responsibilities Include:

- Invigilating our historic rooms and gallery spaces
- Proactively engaging with all visitors
- Learning and then enthusiastically sharing relevant information with visitors
- Champion Gunnersbury Park and Museum, as well as its events and activities
- If desirable, becoming involved with Tour Guiding and developing tour content



GUNNERSBURY

Person Specification

Essential Skills

- An enthusiastic and personable manner with all people
- Keen interest in social history and heritage
- Excellent verbal communication skills
- Self-motivated and able to carry out tasks independently as well as part of a team
- Comfortable learning new skills and information

Desirable

- Enthusiasm for the history of Hounslow, Ealing and London
- Experience working or volunteering in a customer facing role
- A degree or qualification, or working towards a degree or qualification, in a relevant field

Terms and Conditions

- Full training will be provided for all volunteers
- This role is voluntary and unpaid. However, Gunnersbury CiC does offer travel reimbursement within London up to a limit of £8 per day with proof of purchase
- Applicants must be over the age of 18
- Applicants must be able to commit to one shift a week and to give the Volunteer and Visitor Experience Officer as much notice as possible if they want to change or are unable to attend a shift

To apply please send a completed Application Form -which can be found on our website- or your CV and a short covering letter either via email to HowellAn@ealing.gov.uk or via post to Volunteer & Visitor Experience Officer, Small Mansion, Gunnersbury Park, Popes Lane, London, W3 8LQ.

Please supply contact details of 2 referees. These may be contacted as part of your application process.

If your application is successful, after submission the Volunteer & Visitor Experience Officer will contact you to arrange an informal interview. During this session, you will be shown around the site and asked a few simple questions to gauge your suitability for the role.

Gunnersbury Park and Museum welcomes all applications and operates a fair and open recruitment policy, the aim of which is to ensure no job applicant, volunteer, intern, employee or worker is discriminated against either directly or indirectly on any grounds.