Western Australian Museum Volunteer Role Descriptions

Volunteers are important to the Western Australian Museum because they enrich our programs beyond the skills and resources of our staff. Their engagement provides numerous benefits, for the volunteers, the organisation and especially our visitors. Our volunteers come from a variety of backgrounds and abilities. They volunteer for many reasons, including sharing their talents and knowledge with Museum visitors and staff thus developing new skills and experiencing new things. They help preserve and promote WA’s cultural and natural heritage whether that be pursuing a specific interest in an area of the Museum’s research and collections or by playing a very important role in engaging the public through our exhibitions, education and public programs.

Front of House (FOH) Volunteer Role Description

FOH volunteers who will be required to work in Exhibitions, Public and Education programs will need to:

- engage the Public by meeting and greeting visitors in a friendly manner
- generally inform visitors of what exhibitions are about
- assist visitors if they require more detailed information on items within the exhibitions
- advise the public on the layout of exhibitions
- tour groups or individuals through the exhibitions
- inform the public of the volunteer’s duties within exhibitions
- advise and direct visitors to the various museum galleries when requested
- assist visitors with any general enquiries about the Museum
- direct the public to Museum facilities
- inform and assist the public on how education and school holiday programs work
- be available for various roster times
- assist museum staff in the delivery of education or public programs
- assist museum staff in emergency evacuations as required
- always wear fully enclosed foot wear and be neatly dressed whilst on duty
- advise line manager if not able to attend at the agreed time or roster
- make themselves available for informal interviews and assessment as required
- play a part in mentoring programs for new volunteers

FOH volunteers who work on the Submarine and Robert Steele Exhibition programs will need to:

- engage the public by meeting and greeting visitors in a friendly manner
- advise visitors of all the safety aspects of inside, outside and around the submarine
- tour visitors or groups through the submarine or exhibition engines
- adhere to Visitor Service Manager/Supervisors emergency instructions when requested
- follow proper radio usage
- always wear fully enclosed foot wear and be neatly dressed whilst on duty
- be available for various roster times
- assist visitors with any general enquiries about the Museum
- direct public to Museum facilities
- generally inform visitors about the workings of submarine(s)
- generally inform visitors about the workings of the engines in the exhibition
- advise their line manager if they are not able to make their roster
- make themselves available for informal interviews and assessment as required
- play a part in mentoring programs for new volunteers

**Back of House (BOH) Volunteer Role Description**

**BOH volunteers will be required to:**

- be able to work alongside paid curatorial, conservation and other staff to enhance our programs and services
- communicate well with a willingness to listen and learn
- pay attention to detail, have patience and physical dexterity
- have basic computing skills
- be knowledgeable in the areas of science, humanities, library or conservation, but it is not essential.
- assist in research and basic collection management duties
- undertake data entry, sorting, cataloguing collection items, labelling, cross-checking, packing artefacts, shelving and some item identification
- participate in collection background research, transcription of oral history recordings, digitisation of images and scanning and OCR’ing documents
- assist conservators by undertaking basic conservation treatments, monitoring treatment solutions, packing and supporting artefacts
- assist with research projects and helping to maintain the submarine and some of the interactives and displays at the Maritime Museum
- contribute to field work, especially if they have a relevant interest, in natural history survey work, fossil collecting, diving, caving or cave diving, maritime archaeology survey work, and remote sensing, but also for general field support and camp management
- make themselves available for informal interviews and assessment as required
- play a part in mentoring programs for new volunteers.