

# Volunteer Role Description

## Visitor Experience Volunteer



### **Purpose of the role:**

To inspire and engage our visitors at Brunel's SS Great Britain Trust, an award-winning museum and historic ship. We are Bristol's most popular visitor attraction. Our Visitor Experience volunteers really bring the site to life; sharing stories of passengers and crew who travelled on board the ship, leading object-handling sessions in the new Being Brunel Museum, encouraging visitors to dress up in Flash, Bang Wallop and more. This is an exciting time to join the team. You will be volunteering on the SS Great Britain, and play an important role as we open the new Being Brunel Museum in early 2018.

### **Main activities:**

- Engaging with visitors across the site; in the Dry Dock, Dockyard Museum, on board the ship and in the brand-new Being Brunel Museum.
- Welcoming visitors to Brunel's SS Great Britain, checking tickets in the Visitor Centre. Supporting each visitor to get the most from their visit.
- Encouraging visitors to immerse themselves in life on board the SS Great Britain; you could be sharing stories about passengers and crew who travelled on the ship or prompting visitors to have a go at laying the tables in our First-Class Dining Saloon, try the bunk beds in steerage or even steer the ship or operate the Lifting Frame.
- Delivering object handling sessions in the Being Brunel Museum, allowing visitors to get close to some of Brunel's most important possessions.
- Encourage visitors to try out some of the incredible interactives in the new Being Brunel Museum and to explore Brunel's life, achievements, and qualities in this innovative new museum.

### **Additional activities which you can deliver with additional training:**

- Develop and deliver your own 'Discovery' Talk for visitors. You can pick from a range of inspiring topics.



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- Opportunity to become a tour guide on the SS Great Britain. Share your passion for the ship with school and adult groups.
- Become a Family Tour guide, and engage families with hands-on activities and storytelling, as you explore the ship together.
- Support with informal learning workshops for families during half-terms and holidays.

### What the SS Great Britain can offer:

- A fun and engaging role, where you get the chance to volunteer in a world-class visitor attraction and award-winning museum in the heart of Bristol's Harbourside.
- Regular update events, additional training sessions on offer and the opportunity to develop skills and experience.
- The chance to explore the fascinating history of the ship, her passengers and Isambard Kingdom Brunel.
- Behind the scenes access to the collections, ship and opening of the new museum.
- The chance to make new friends and to be part of the vibrant SS Great Britain team.
- A reference when you have been volunteering with us regularly for six months.

### About you:

No prior experience or knowledge is necessary, we will provide you will the training and information that you need. We are looking for people who:

- Are enthusiastic, friendly and have good communication skills.
- Are curious, want to find out more, and share this knowledge with our visitors.
- Can volunteer for a morning or afternoon session each week.
- Are willing to undertake training related to the role.
- Are enthusiastic about engaging with our visitors, of all ages and backgrounds.

You will be supervised by our Visitor Experience Volunteer Supervisor. Volunteers are an important part of the organisation and play a vital role in enhancing the work of the Trust. We are committed to providing volunteering opportunities of a high standard.

### Ready to take the next step?

If you would like to join our crew or have any questions please get in touch by completing an enquiry form on our website.

You can contact our Volunteer Administrator at [Volunteering@ssgreatbritain.org](mailto:Volunteering@ssgreatbritain.org) or telephoning 0117 922 5737. We would love to hear from you. Potential volunteers will be invited to a recruitment event to discuss the role further and ensure it is right for you. This will give you the chance to learn more about the volunteering programme and to meet the staff and volunteers you would be working with. These events take place once a month.