

VOLUNTEER GUIDE POSITION DESCRIPTION

Position Title: Volunteer Guide

Responsible to: Public Programmes Officer

Position Purpose:

To welcome visitors to the Air Force Museum and provide interpretive and directional information to ensure visitors have an enjoyable and informative visit to the museum.

Last revision date: December 2023

Key functional relationships:

- Public Programming Officer
- Visitor Hosts
- Other Volunteer Guides, including Guide Team Leader(s)
- Museum Visitors
- Retail Supervisor & Assistants

Key Reporting Staff:

Volunteer Guides report to the Public Programmes Officer. All issues can be discussed, directly with the Public Programmes Officer, or via the Visitor Hosts.

The Public Programmes Officer can be contacted on 03 3475454 or email amanda.hare@airforcemuseum.co.nz.

The Public Programmes Officer will provide daily supervision of volunteer guides. This includes morning briefings which may include public programme events, bookings liaison, and emergency or sick leave notifications. The Visitor Hosts will work on complimentary rosters, all correspondence is to be relayed through the following contact details: 03 3475454 or programmes@airforcemuseum.co.nz.

Note: In the instance that the Public Programmes Officer and Visitor Hosts are not available, all notifications in case of sickness or emergencies will need to be redirected to the Museum's Retail Staff on 03 371 9629, or Museum Administrator on 03 371 9632.

Time Commitment:

Volunteers are asked to commit to regular hours to meet the needs of the Museum, with a minimum of five hours per fortnight; or as agreed otherwise with Public Programmes Officer.

Regular hours may consist of weekly or fortnightly shifts working from 9.30am – 1pm, 1pm – 4.30pm or a full day 9.30am – 4.30pm. All changes in standard volunteer hours must be agreed by the Public Programmes Officer (7) seven days prior to a rostered shift to ensure the operational requirements of the Museum are met.

Key Responsibilities:

The Volunteer Guide's duties are:

- Be a welcoming second point of contact to all visitors to the Air Force Museum.
- Presenting appropriate tours to the hangars to visitors when required.
- Monitoring the safety and security of Museum exhibits and artefacts identifying and reporting on security or maintenance concerns.
- Acting as a general tour guide throughout the Air Force Museum by providing relevant and appropriate information for visitors.
- Providing regular feedback to management on visitor preferences including suggestions for innovative methods to expand and improve the visitor experience.

Essential Factors:

- Be able to confidently relate to a diverse range of people and interpret their differing needs.
- Understand public safety requirements.
- Have a high standard of personal grooming.
- Have a high standard of verbal communication.
- Have an understanding of and interest in RNZAF history.