

## **VOLUNTEER POSITION DESCRIPTION**

<b>Position</b>	AFM Volunteer: Guide / Workshop / Archives
<b>Employment Level</b>	Volunteer
<b>Remuneration</b>	NIL (voucher at Contact Café approved for >5hrs volunteering per day)
<b>Security clearance</b>	NZ Police check  14/2/24

### **About the Air Force Museum**

The Air Force Museum of New Zealand is the national museum for the Royal New Zealand Air Force (RNZAF) and stands on the site of the historic former air base at Wigram, Christchurch. It attracts approximately 150,000 visitors per year in addition to a broad online audience. It is the Museum’s mission to preserve and share the history of New Zealand military aviation for commemoration, inspiration, learning and enjoyment.

The daily goals of the Museum are:

- a) to preserve and share the history of New Zealand military aviation;
- b) to educate the public on the history of New Zealand military aviation;
- c) to contribute to the training of serving RNZAF personnel in the history and traditions of service, in the evolution of military aviation technology and in the development of air power;
- d) to be an enduring tribute to the vision, determination and generosity of Sir Henry Wigram, the founding father of military aviation in New Zealand;
- e) to be the prime repository within the RNZAF of information about its history;
- f) to be a memorial to New Zealand's military airmen and airwomen; and
- g) g) to generate sufficient revenue to provide for the operating costs of the Museum that are a non-public fund responsibility, and to assist with the further development of the Museum.

### **Volunteer Purpose**

Volunteers are a key part of the Museum Team and have significant roles within both public and non-public areas. AFM is hugely proud of its volunteer cadre, without whom some tasks and projects may not be able to proceed.

‘Volunteer Guides’ are members of the Visitor Experience Team and on the Museum floor every day, engaging with our national and international visitors as a friendly and knowledgeable source of information. Volunteer guides take guided tours throughout the Museum, workshops and Reserve Collection and are supervised by the Public Programmes Officer.

The Conservation ‘Workshop Volunteers’ assist with the care and conservation of the Museums large technical collections. Under the supervision of the Conservation Officer and the team of technicians that work under them, these volunteers can be involved in the cleaning, condition monitoring and restoration of aircraft, vehicles and other large pieces of equipment. They can also be involved in sourcing, maintaining and interpreting technical documentation to support these activities, or maintaining the workshop equipment. Due to the nature of this work and the skills required to do it safely, we do require volunteers working in this area to have some level of previous technical experience. Volunteer engagements in this area are on a project-by-project basis and there is no guarantee of long term or permanent placement.

‘Archive Volunteers’ are normally to be found in No 1 Store, assisting with research or the maintenance of the archived collections. Cataloguing, indexing of documents, the transcription of oral history interview recordings or assisting with research.

<b>Key Activities: ALL VOLUNTEERS</b>	
<b>Major Area of Work</b>	<b>Deliverables/Outcomes</b>
Time Commitment	<ul style="list-style-type: none"> <li>• Commit to regular hours to meet the needs of the Museum</li> <li>• Normally a minimum of 5hrs per fortnight</li> <li>• Regular hours might be shifts, e.g. 9.30am -1.00pm, 1pm-4.30pm or a full day 9.30am-4.30pm.</li> </ul>
Conduct	<ul style="list-style-type: none"> <li>• Museum volunteers must read, sign, and comply with the NZDF Code of Conduct for Civilians with regards to attitude and behaviour</li> <li>• As an equal-opportunities employer NZDF expects all its representatives to respect another individual's religious, gender or cultural choices</li> <li>• Volunteers must be dressed and presented appropriately for their role</li> </ul>
Health and Safety/ Security	<ul style="list-style-type: none"> <li>• Comply with Museum's Health and Safety policies and promote continuing improvement in this area</li> <li>• Comply with Museum's Security policies; model and always promote responsible security behaviour</li> </ul>
Training/Performance	<ul style="list-style-type: none"> <li>• Undergo initial and periodic on-site training as determined by Museum</li> <li>• Attend periodic on-site NZDF training required by Museum as relevant to volunteers</li> <li>• Undergo Performance Management processes in line with the NZDF Code of Conduct for Civilians as required</li> </ul>
RNZAF History/Museum support	<ul style="list-style-type: none"> <li>• Have an understanding of and interest in RNZAF history and aircraft types</li> <li>• Participate in other activities or events in support of the Museum on a voluntary basis (e.g. Open Days)</li> </ul>
<b>Additional Key Activities: Volunteer Team Leader</b>	
Rostering	<ul style="list-style-type: none"> <li>• Understand minimum volunteer requirement for their team and populate a daily roster for a minimum two-month period</li> <li>• Distribute roster to Supervisor and team guides 14 days prior to roster period start</li> <li>• Fill any gaps in their team roster themselves in the first instance if reasonable, or</li> <li>• Escalate any gaps to Supervisor with at least 8 days' notice if unable to fill, with the exception of sick leave or emergency situations</li> </ul>
Communications	<ul style="list-style-type: none"> <li>• Provide regular feedback to supervisor on their team's planned leave or requirements</li> <li>• By 9.30am each day <ul style="list-style-type: none"> <li>a) Confirm lunch numbers and timing with Contact Café,</li> <li>b) Advise Welcome Desk staff who is taking Tours</li> </ul> </li> </ul>

Leadership	<ul style="list-style-type: none"> <li>• Model appropriate behaviour to your team</li> <li>• Foster teamwork and comradeship</li> <li>• Encourage feedback and contribution</li> </ul>
<b>Additional Key Activities: Volunteer Guide (Supervisor – Public Programmes Officer)</b>	
Visitor Engagement	<ul style="list-style-type: none"> <li>• Be a welcoming second point of contact to all visitors to the Air Force Museum</li> <li>• Deliver visitor tours to Museum, Hangars, Reserve Collection, Workshops, and individual aircraft as required</li> <li>• Act as a general guide throughout the Museum by providing relevant and appropriate information to visitors</li> <li>• Confidently relate to a diverse range of people and interpret their differing needs</li> <li>• Verbally communicate to high standards</li> </ul>
Safety/Security	<ul style="list-style-type: none"> <li>• Monitor the safety and security of Museum exhibits, artefacts and property, and report on any concerns</li> <li>• Understand and implement public safety requirements, and report on any concerns</li> </ul>
Feedback	<ul style="list-style-type: none"> <li>• Provide regular feedback to Supervisor on visitor preferences, including suggestions for innovative methods to expand and improve the visitor experience</li> </ul>
<b>Additional Key Activities: Workshop Volunteer (Supervisor – Technical Conservation Officer)</b>	
Workshop General	<ul style="list-style-type: none"> <li>• Participate in all workshop's general tasks</li> <li>• Work collaboratively with all Museum staff and volunteers</li> <li>• Adhere to Museum Health and Safety Policies and Standard Operating Procedures</li> </ul>
Collection Restoration	<ul style="list-style-type: none"> <li>• Participate in the restoration of the Museum technical collection items under the guidance and direction of the Workshop Supervisor and/or project leader</li> </ul>
Technical Conservation	<ul style="list-style-type: none"> <li>• Undertake scheduled maintenance of the Museum technical collection utilizing conservation best practices</li> </ul>

<b>Personal Specifications: To succeed as an Air Force Museum Volunteer, you will have the following as required:</b>		Essential	Desirable
Personal Knowledge and Skills	<ul style="list-style-type: none"> <li>• Knowledge of, or interest in, RNZAF History</li> </ul>	√	
	<ul style="list-style-type: none"> <li>• Familiarity with Museums and the cultural sector</li> </ul>		√
	<ul style="list-style-type: none"> <li>• Familiarity with Not-for-Profit organisations</li> </ul>		√
	<ul style="list-style-type: none"> <li>• Minimum 5 years technical or on the job experience (Workshop volunteer)</li> </ul>	√	
	<ul style="list-style-type: none"> <li>• Technical qualification: (Workshop volunteer)</li> </ul>		√
	<ul style="list-style-type: none"> <li>• Sound decision making skills</li> </ul>	√	
	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> </ul>	√	
	<ul style="list-style-type: none"> <li>• Ability to work collaboratively</li> </ul>	√	
<b>Key Museum Relationships</b>			
Volunteer Guide	<ul style="list-style-type: none"> <li>• Visitor Hosts</li> <li>• Welcome Desk and Retail Team</li> <li>• Duty Officer</li> <li>• Visitor Experience Team</li> <li>• AFM Security Guard</li> <li>• Collections Team</li> <li>• Downer contractors</li> <li>• Contact Café staff</li> </ul>		
Workshop Volunteer	<ul style="list-style-type: none"> <li>• Large Objects Project Supervisor</li> <li>• Tech Team</li> <li>• Collections Team</li> <li>• Visitor Experience Team</li> <li>• Downer contractors</li> <li>• Contact Café staff</li> </ul>		
Archive Volunteer	<ul style="list-style-type: none"> <li>• Collections Team</li> <li>• Contact Café staff</li> </ul>		

## NZDF Values

The NZDF has a unique culture that is underpinned by shared values. These cultural values are the tenets from which the NZDF builds an organisation that is united, professionally trained, competent, equipped, and capable of serving the interests of New Zealand.

Our people, as representatives of NZDF, are expected to behave in a way that demonstrates these values. Our Values guide the way we operate, as individuals, teams, and an organisation. While not all parts of the value statements are directly applicable to civilian employees or volunteers, the principles remain. Our values give us common standards, and common ways to think and act:

<b>Courage</b> Tū Kaha	<b>Taking action despite your fears</b>  Courage is having the moral and physical strength to do what is right, even in the face of adversity. It is stepping up when things get hard. It is speaking up when you see things that are wrong. Courage is enforcing our standards and discipline. It is not giving in to pressure.
<b>Commitment</b> Tū Tika	<b>Giving your best</b>  Commitment is doing your best. It is always looking for ways to achieve the task, and persevering even when things get tough. Commitment is accepting and living our values and standards. It is serving New Zealand.
<b>Comradeship</b> Tū Tira	<b>Respecting and looking out for each other</b>  Comradeship is respecting the differences of the people around you and treating others as you would like to be treated. It is working together as a team, being inclusive, recognising we are stronger together. Comradeship is never an excuse for covering up other people/s wrongdoing.
<b>Integrity</b> Tū Maia	<b>Doing the right thing - always</b>  Integrity is conducting yourself honestly, ethically and to the highest professional standards – even when no one is watching. It is doing the things you say you are going to do. Integrity is accepting responsibility for your decisions and actions.

## Behavioural Expectations

At AFM we expect all our team, including volunteers, to:

- Comply with their duty of trust and fidelity towards Museum
- Behave in a way that reflects the principles and behaviours described in the NZDF Code of Conduct for Civilians
- Encourage others to behave in a way that is consistent with the NZDF Code of Conduct for Civilians
- Report behaviour that is inconsistent with the NZDF Code of Conduct for Civilians
- Be fair, impartial, responsible, and trustworthy
- Act with a spirit of service to the community and meet the same high standards of integrity and conduct in everything we do

## Signatures

<b>Volunteer Name</b>		
<b>Signature</b>		<b>Date:</b> /    /
<b>Supervisor Name and role</b>		
<b>Signature</b>		<b>Date:</b> /    /