

jewishmuseum.org.uk/volunteering

Volunteer Handbook

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| Welcome to Volunteering at the Jewish Museum |

*It is no exaggeration when I say that volunteers are the lifeblood of the Jewish Museum. We couldn’t exist without you. So, my main message is to say thank you – if it wasn’t for your time and dedication the Jewish Museum would not be possible. I really appreciate that you give your time and also your expertise.*

*The Museum is all about visitors and it is you who create the visitor experience. The welcome and help you give our visitors is key to our success and it is true that I get as many comments about the volunteers as I do about the exhibits! So, thank you again for being courteous, gentle and knowledgeable.*

Best wishes,

Abigail Morris

Chief Executive

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| Who are we? |

The Jewish Museum London is the only museum dedicated to a cultural minority in London. Our permanent galleries, events and temporary exhibitions are aimed to engage with people of all backgrounds and to bring Jewish culture and heritage into the wider story of Britain. Our exhibitions bring a sense of discovery and creativity that aims to inspire people to look at the world from a different point of view.

**Jewish Museum Mission**

To surprise, delight and engage all people, irrespective of background or faith, in history, identity and culture of Jews in Britain: by inspiring discovery, provoking questions and encouraging understanding.

**Jewish Museum Vision**

A world where cultural diversity and the contribution of minority communities are explored, valued and celebrated, for the enrichment of society as a whole.

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| Committed to Volunteering |

The Museum is committed to working with volunteers at all levels – from Visitor Experience to trustees and committee members - and welcomes and values their contribution to the achievement of its aims and objectives.

Our volunteers bring many benefits to the Museum, including:

* Delivering the Museum’s vision
* Being an ambassador and public face of the Museum.
* Encouraging links between the Museum, visitors and the local community.
* Bringing a fresh approach and a different perspective, one that reflects the views of local and wider communities and includes diversity of knowledge and experience.
* Bringing credibility to the Museum – showing that the work of the Museum is valuable by offering your time for free.

The Jewish Museum recognises that as a volunteer you have offered your time freely. There is, however, responsibility on both sides. It is important for you to understand both the benefits that you will obtain from volunteering with the Museum, and the Museum’s expectations of you as a volunteer.

**What you can expect from us:**

* To provide interesting and rewarding volunteering opportunities.
* To provide relevant training and support
* Keep all volunteer personal information confident in line with the Data Protection Act 2018
* Ensure that you are free from discrimination and are treated fairly

**What we can expect from you:**

* Act as an ambassador of the Museum. For many visitors you are the ‘face’ of the Museum, so please always extend a warm welcome and treat visitors with respect and courtesy.
* Present a professional image with regard to appearance and standards of dress.
* Conduct yourself professionally at all times. This includes general housekeeping but also be wary of expressing opinions or being drawn into potentially controversial conversations as your views will be taken to represent those of the Museum as an organisation.

We hope that you will enjoy your time with us, add to your experience, learn new skills and share the ones you have. We are extremely proud of the volunteers at the Jewish Museum and how they help deliver the Visitor Experience.

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| Why volunteer with us? |

Volunteering is an exchange. The benefits that volunteers gain from their involvement with the Museum will differ from individual to individual, and there are some tangible ways in which the Museum acknowledges the contribution made by our volunteers.

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| Volunteer Roles |

Volunteers engage with our visitors, explaining our exhibits, or helping run activities and events. Some examples of the volunteer roles at the Jewish Museum are:

**Admissions and Shop Volunteer**

Using strong customer service skills you are responsible for interactions between visitors as they purchase tickets to see the Museum -- and/or products from our Shop.

**Gallery Invigilator Volunteer**

As a point-of-information and assistance, this gallery role is great for anyone looking to learn more about the Museum and its collections whilst engaging with a variety of visitors.

**Spotlight Spiel Volunteer**

These 10 minutes talks are delivered by volunteers who have researched an object and have been trained on how to engage that object with visitors. It really brings the collection to life and is a great way to share behind-the-scenes knowledge.

**Events Volunteer**

The Museum provides a variety of events throughout the year to attract a diverse range of audiences. This includes, but is not limited to, lectures, family friendly, object handling, night events, and private viewings.

**Schools Workshop Volunteer**

Some roles, especially those that involve the collection and the Learning team are small pools of trained volunteers. As opportunities arise for these positions all current volunteers will be made aware, however there are additional requirements including an interview/selection round, additional training, willingness to commit to a longer period of time and/or a DBS check.

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| Who can become a Volunteer? |

We welcome volunteers from all backgrounds. If you are over the age of 16 and have the right to volunteer in the UK, we would love to hear from you!

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| How to start Volunteering with the Jewish Museum |

It’s very easy to apply to volunteer with us! Just follow the four steps below:

1. Fill out a Volunteer Interest Form and return it to us by email, post or drop it off in person.
2. Once we have looked over your application, we will invite you for a short informal interview.
3. If successful, we will get in touch and ask you to complete a Medical Questionnaire and provide details of one referee.
4. Once we have received a reference, you can start! You will begin by shadowing the role and receive the necessary training

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| Support |

If you would like further information, please contact a member of the Visitor Experience team.

**Contact Information**

Yasmin Riley – Visitor Experience Manager

Lauren Chalk – Visitor Experience Manager

Email: [volunteering@jewishmuseum.org.uk](mailto:volunteering@jewishmuseum.org.uk)

Tel.: 020 7284 7373

**Volunteer Feedback**

The Museum is always open to feedback from volunteers – and it is extremely important to us because our Volunteers have a unique understanding of the Museum and the visitor experience we offer.

There will be a range of opportunities for volunteers and museum staff to exchange feedback on the volunteering experience:

**Change in personal details**

When your details have changed, especially email, please let us know at the earliest possible convenience.

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| Representing the Jewish Museum |

As a volunteer you represent the Museum. It is important to conduct yourself professionally at all times – be wary of expressing opinions or being drawn into potentially controversial conversations as your views will be taken to represent those of the Museum as an organisation.

**Standards of dress**

There is no uniform for volunteers; however, volunteers must dress smartly when volunteering.

It is important that dress must not offend other visitors, skirts should not be excessively short, shorts should not be worn, t-shirts should be free from slogans or statements and jewellery should be discreet.

All volunteers will be given a name badge and lanyard to wear at all times when in the Museum.

**House Keeping**

Public areas including the Admissions and Shop desks must be kept clean and tidy at all times.

Mugs, mobile phones and other personal items should not be left in view of the public in any area.

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| Shifts |

**Shift patterns**

The Museum is open 7 days a week. Generally, the volunteer shift pattern is broken into 4-hour shifts (including a 15-minute break):

AM: 9:45 – 1:30

PM: 1:15 – 5:00

On Fridays, the Museum closes early for Shabbat.

9:45 – 2:00

We also have frequent evening events taking place that may require volunteer assistance.

We ask that volunteers commit to at least 1 shift per month where possible. This shift will be agreed when the volunteer rota is sent out to all volunteers in advance. If you cannot keep your agreed shift, or need to leave/arrive early or late, please inform the Visitor Experience team as soon as possible.

**Ad hoc / Flexible**

This option for volunteering is best for those who would like to donate their time to the Museum, but cannot commit to a regular pattern. As the Museum expands its public programming it will need the support of flexible volunteers to help at the variety of events put on throughout the year.

At the end of each month all volunteers will receive an email about upcoming events (i.e. lectures, family friendly, workshops, etc.)

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| Volunteer Expenses |

Volunteers may claim travel expenses when traveling from home to the Museum for volunteering.

All expenses must be submitted on a volunteer expenses claim form, with receipts attached, and must detail the ‘to’ and ‘from’ journey for each instance of volunteering. Please note, we reimburse up to £10.00 per day.

Digital copies of blank expenses forms can be sent to you via email, or we can give paper copies on request.

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| Confidentiality and Intellectual Property |

During the course of your volunteer role with the Museum you may be party to personal or confidential information about the Museum activities. You are asked to keep such information confidential and not to communicate it outside of the Jewish Museum.

All work produced on behalf of the Jewish Museum London remains the intellectual property of the organisation. For more information on the Museum’s Intellectual Property policy, you can ask one of the Visitor Experience Managers.

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| How we communicate with Volunteers |

The Visitor Experience Manager(s) is responsible for communication given to all volunteers, but at times information from other members of staff will be distributed.

We keep you in-the-loop with:

* Daily briefings

The Visitor Experience Manager will greet volunteers as they arrive and inform them of all things happening in the Museum.

* Email

The Visitor Experience Managers regularly communicate with volunteers via email.

* Volunteers’ Room

Information will also be printed and hung up in the volunteers’ room in the museum.

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| Resolving concerns |

If you have any problems about your volunteering, please speak to one of the Visitor Experience Managers.

We take your concerns very seriously and will make every reasonable effort to resolve any difficulties.

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| Rewards and Recognition |

The Jewish Museum recognises the huge contribution made to the Museum by its volunteers. On top of the perks of volunteering highlighted previously in this document the Museum also, when possible, nominates the entire volunteer team and/or individual volunteers for local and national awards in volunteering.

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| Data Protection |

We take great care to protect your personal information as part of our data protection responsibilities.

With your permission, we may use the data to keep you informed of other news and activities concerning the Jewish Museum, however we will not pass on your information to third parties.

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| Insurance |

The Jewish Museum has appropriate types of insurance in place to cover its volunteers. However, our insurance does not cover your personal belongings.

Lockers are provided in the Volunteer Room, or you can leave your personal belongings in the cloakroom which is staffed at all times by our Security team.

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| Health and Safety |

We are committed to ensuring your safety whilst you are volunteering and, in turn, we expect our volunteers to contribute to maintaining a safe working environment.

You will be given an induction which covers the Museum’s Healthy and Safety procedures.

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| End of Volunteering |

At the end of your time as a volunteer it would be helpful if you provide us with some feedback at a brief exit interview.

Only after three months of volunteering can any Manager of the Visitor Experience team be used as a referee for future applications.

Thank you

**The Jewish Museum London is on a mission to create a more tolerant world. By donating your time you will help more people to celebrate cultural diversity and learn about the history and culture of Jews in Britain.**

The Jewish Museum London is a registered charity (1009819)