

Visitor Engagement Volunteer — Position Description

Reports to:	Museum Operations Coordinator
Department/s:	Museum Operations
Salary:	Volunteer Role
Term:	Ongoing

About the Hellenic Museum

The Hellenic Museum is Australia's only museum dedicated to showcasing the transformational power of Greek art, history & culture. We are a public, not-for-profit organisation run by a small team of skilled arts and culture professionals and a passionate group of volunteers.

Together, our mission is to share the prolific impacts of Greek history; to reimagine, respond to and re-contextualise the past in new and exciting ways; and to challenge and inspire our audiences to act for a better tomorrow.

Science, politics, philosophy and democracy are just some of the gifts the ancient Greeks gave the world. At the Hellenic Museum, we believe these are not dead concepts or stale history lessons, but a living framework for progressive thought that has been woven into all humanity's subconscious.

Our exhibitions span 8,000 years, from the ancient to the contemporary. Many of the antiquities we care for and display within our exhibitions have come to us through relationships the Museum has fostered with Melbourne and Australian collectors, as well as internationally, most notably with the Benaki Museum in Athens.

In line with our vision to contextualise Hellenism and its impacts for modern Australian audiences, we've also created the *Dialogue Series*: ongoing artist commissions that interpret and respond to Hellenism through the artist's chosen contemporary medium. To date, works in this series have included Bill Henson's *Oneiroi* (2015), Sam Jinks' *The Messenger* (2019), PichiAvo's *Renegades* (2020), Loretta Lizzio's *Well Behaved Women* (2021) and Ox King's *Memento Mori*.

These exhibitions are complemented by a robust suite of regular events, educational workshops and public programming that engage audiences of all ages.

About Visitor Engagement

The Hellenic Museum Visitor Engagement team provides a welcoming and informative experience for all visitors to the Hellenic Museum.

Visitor Engagement Volunteers will assist staff in daily frontline operations by supporting front of house and admissions, sharing information about exhibitions, events, wayfinding and memberships. They will support our educational pillars by providing public engagement via our handling collection.

Our Visitor Engagement Volunteers will also help ensure the safety and security of visitors, artworks and artefacts and support the delivery of Hellenic Museum events and programs where appropriate.

About this Position Description

This position description is intended to provide an overview of the role and may change from time to time in accordance with current business work plans.

All training will be provided via comprehensive induction, onsite supervision and in ongoing sessions where required. All new volunteers are subject to a probation period of six (6) volunteer shifts, not including induction and training sessions.

Duties

Customer Service

Provide friendly and comprehensive information to visitors covering:

- Current exhibitions and events;
- Hellenic Museum history and information about the Former Royal Mint site;
- Public and education programs;
- Hellenic Museum Shop and Membership;
- Emergency information.

Provide a smooth and efficient service in support of front-of-house operations including:

- Admissions and onsite shop sales
- Phone enquiries
- Assist in the presentation of the museum's public spaces to the highest standards

Security and Safety

Maintain awareness to protect the safety and security of:

- Visitors and staff;
- Works of art and artefacts;
- In the event of an emergency, assist with the museum's emergency response procedures.

Occupational Health & Safety

- Take reasonable care to maintain your own health and safety and that of other volunteers, staff, visitors and contractors.
- Comply with all safe work practices and procedures that are adopted, developed, designed or otherwise implemented at the Hellenic Museum.
- Report all hazards, incidents, accidents and near misses directly to your supervisor.

Handling Collection Interpretation

- Facilitate public engagement by approaching and interacting confidently with visitors in an educational setting.
- Demonstrate a commitment to sharing historically accurate knowledge, and a willingness and ability to learn new information about an evolving collection.
- Conduct safe handling practices of museum teaching collections.

Programs and Events

- Opportunities to assist with museum programs and events during and outside of normal business hours as appropriate.

Ongoing Training

- Participate in ongoing training in the form of exhibition briefings, fact sheets and other exhibition or event information and upskilling.

Opportunities

Opportunities to support the Hellenic Museum team in varied programming or other activities occur from time to time. Further training is required and interest is to be expressed to the Museum Operations Coordinator or another member of staff. Examples include: presenting tours to the public, supporting the delivery of education workshops, assisting with public program design and delivery, exhibition installation and deinstallation, as well as contributing to exhibition research, articles, blog posts and Argo News (Kids/Family newsletter).

The Hellenic Museum encourages creativity and ideas, and embraces opportunities to try something new. If Visitor Engagement Volunteers have an idea, submissions can be made to the Museum Operations Coordinator or another member of staff, for consideration by the team.

Our **Hella Collective** also offers Visitor Engagement Volunteers a chance to connect with one another while exploring the arts and heritage sector. Each month, volunteers are encouraged to take part in special excursions to other museums and/or galleries, or join staff-led programs, creating opportunities to socialise, share interests, and deepen their engagement with arts and culture.

Personal Attributes

Visitor Engagement Volunteer attributes include:

- Warm and friendly manner with clear, confident communication skills & interest in engaging with the public;
- Ability to work with minimal supervision and in a team environment;
- Basic computer skills;
- An appreciation for history and the arts;
- An ability to work with people of all ages and diverse backgrounds;
- The capacity to provide an ongoing commitment of one three-hour shift per fortnight. Regular front of house and invigilation shifts are Monday–Sunday, from 10AM–1PM or 1PM–4PM.

Other relevant information

- Information regarding Visitor Engagement shifts, exhibition briefings, newsletters etc. will be communicated via email.
- Visitor Engagement Volunteers require a valid Volunteer Working with Children's check.