



# Volunteer Museum Gallery Guide

## Role description

**Volunteer role:** Museum Gallery Guide

Help us create a memorable visitor experience at the Scottish Fisheries Museum Trust, by talking to visitors in the Museum galleries about the history of the Scottish fishing industry. Volunteer Gallery Guides will have a key role in welcoming visitors to different spaces in the galleries. You will learn about the history of the Museum and its collections, as well as developing customer service and interpersonal skills.

**Location:** The Scottish Fisheries Museum

**Supervisor:** Learning and Engagement Officer

### About the museum:

Founded in the old fishing town of Anstruther, Fife, the Scottish Fisheries Museum Trust first opened on the 4<sup>th</sup> of July 1969. This area has long been associated with the fishing industry, and the Museum explores the history and heritage of the boats, the fish, and the folk. The Recognised Collections explain the development and variety of vessels and fishing methods used for different species of fish throughout history around the coast and islands of Scotland. The displays also illustrate the working and domestic lives of the fishermen, fisherlasses, and children who all contributed to the fishing industry.

### About the role:

We are looking for people to bring the history of the Scottish Fisheries Museum and its collections to life. Museum Gallery Guides will be trained to engage visitors in specific galleries in the museum. They will tell visitors about the gallery and answer any questions they may have. Gallery Guides will be present at pre-advertised times during the summer season to enhance visitors experience and enjoyment of the museum.

This is a great opportunity for someone who wants to gain experience, develop skills and confidence. Previous experience is not required as training and support will be given by the Learning and Engagement Officer.

The museum has visitors from all around the world and we are happy to hear from volunteers who speak another language, but this is not essential to this role.

**The key tasks will include:**

- Learning about the history of the Scottish Fisheries Museum and its collections on display.
- Give visitors a warm and friendly welcome to the museum gallery you are based in.
- Enhance visitors experience with your interest and enthusiasm for the museum galleries, helping visitors get the most out of their visit.
- Bring the theme of a specific museum space to life by sharing the history and highlighting key collection objects on display.
- Respond to questions and queries to the best of your knowledge.
- Assist Museum staff in ensuring the safety of visitors, staff, volunteers and the Museum collections, and reporting any hazards, near misses and incidents.
- Adhering to the Scottish Fisheries Museum Trust's policies and to standards of best practice.
- Assist in an emergency if necessary, which may involve the evacuation of visitors.

**Hours and timeframe:**

- Minimum two hours per fortnight
- Seasonal – during our summer opening hours and winter special open days
- Availability at weekends is preferred.

**The role requires:**

- An interest in history and sharing it with others.
- An interest in museum collections and how they can tell a story.
- An interest in working with members of the public.
- The ability to talk to everyone from all walks of life.

We welcome volunteers from all backgrounds, including those facing barriers to volunteering, people living with disabilities and with additional support needs, people from ethnic minority backgrounds, refugees, and those who identify as LGBTQI+.

**Volunteer Benefits**

Volunteers will be part of the friendly team, develop skills and gain experience in a museum. After three months volunteers can ask for a reference. Most importantly we will provide plenty of tea and coffee.

**Travel Information**

A bus stop is directly outside the museum. Buses to and from Anstruther are operated by Stagecoach including X60 service between Edinburgh and St. Andrews and 95 service between St Andrews and Leven. Both buses run hourly.



There are two public pay and display car parks in 150 yards of the museum with 4 disabled bays. Both car parks are pay and display from April to September and are Free during the rest of the year. There is no charge for blue badge holders.

The Museum will reimburse pre-approved travel or out-of-pocket expenses incurred for the purpose of volunteering.

**Support/training:**

Volunteers will be given an induction and training for all aspects of the role by the Scottish Fisheries Museum Team. They will be supported in their role by the Learning and Engagement Officer as a key point of contact. We are happy to chat with volunteers about their needs and adapt roles to suit them.

**Accessibility:**

The museum is wheelchair accessible with ramp access to every gallery space except from the Fisherman's Cottage. A disabled toilet is situated at the main entrance and is accessed via the museum shop. Seating is available throughout the museum. An 'Access Guide' and 'Visual Story' can be downloaded from the museum website at <https://bit.ly/3Om8uBh>.

**Application process:**

There are multiple ways to initially apply – phone call, email or in person followed by an informal chat with the Learning and Engagement Officer. All volunteers need to complete our Volunteer Application Form. We can support those who need help completing the form by chatting through it either by telephone, a Zoom call or in-person.

For further information about the role please contact Julia Branch, Learning and Engagement Officer on 01333 310628 or [julia@scotfishmuseum.org](mailto:julia@scotfishmuseum.org).