

Position Description Visitor Experience Officer (Volunteer)

Reports to Experience & Facilities Coordinator
Hours 3.5hrs, weekdays and/or Sundays

At the Jewish Museum of Australia, we illuminate Jewish life. At the intersection of art and Jewish culture, our Museum is a place for all people to share in the Australian Jewish experience. Through a vibrant calendar of onsite and online experiences and events, the Jewish Museum is recognised as one of Australia's leading community museums.

Celebrating global Jewish excellence and everydayness through an Australian prism, we inspire curiosity, conversation and play with engagement and connection at our heart. Guided by our strong belief in the power of museums to change lives, we create world-class exhibitions and programs that convey the stories of our diverse community and enhance social cohesion.

Primary Focus

We would love to have you join our dynamic and engaging volunteer team! Our Visitor Experience volunteers bring our Museum exhibitions to life, facilitating access to the exhibition, ensuring the integrity of the objects on display, and connecting with our audiences to foster curiosity.

Key Activities

There are a wide range of activities that our volunteer Visitor Experience Officers can assist with. These activities are listed below:

- Engaging with visitors across the site; in the exhibition, front of house, shop and activity areas.
- Welcoming visitors to our exhibitions and permanent galleries, checking tickets and supporting audiences to get the most from their visit.
- Staffing the admissions desk, taking cash and EFTPOS payments for tickets and merchandise using the Shopify point of sale platform.
- Supervising and ensuring the integrity and safety of the objects on display.
- Encouraging visitors to try our hands-on activities.
- Supporting our team with setting up informal learning and activity spaces.
- On occasion supporting formal and informal events and workshops during weekends, holidays and evenings.

What the Jewish Museum Can Offer

- Opportunity to explore and engage with contemporary artists' work.
- A fun and engaging volunteer role in a vibrant environment.
- Permanent galleries and exhibition training sessions and the chance to develop skills and experience discussing art, culture, and history.
- Opportunities for social gatherings, the chance to make new friends and be a part of the dynamic Museum team.

- Regular giveaways to ticketed Museum events.
- 10% discount on Museum shop merchandise and Museum programs
- Free access to our temporary exhibitions when accompanying a paying guest. Guest can access the concession ticket price regardless of eligibility.
- A reference when you have been volunteering with us regularly after a reasonable period of time.

About You

- You're enthusiastic and friendly with good communication skills.
- You're curious, keen to find out more, and share this knowledge with our visitors.
- You can volunteer for a morning or afternoon session one day each fortnight.
- You're willing to undertake training related to the role.
- You're excited about engaging with our audiences of all ages and backgrounds.
- No prior experience or knowledge is necessary, the Museum will provide you with the training and information needed.

Prerequisites

- All staff and volunteers are required to hold and maintain a Working with Children Check (checks for volunteers are free), or agree to obtain one prior to starting, noting the Museum as your volunteer worksite.
- You permit to undergo a Police Check prior to starting, at the expense of the Museum. Your placement at the Museum is subject to the satisfactory outcome of the Police Check.

Ready to take the next step?

Volunteers are a vital part of our Museum and play an important role in enhancing our impact. As a community organisation, we're committed to providing volunteer opportunities of a high standard.

If you would like to join our team as a volunteer (or have any questions) please fill out the form [here](#).

We would love to hear from you.

Potential volunteers will be invited to an interview / recruitment event to discuss the role and ensure it is right for you. This will give you the chance to learn more about the Museum and meet the staff and volunteers you will be working with.