



Biggin Hill Memorial Museum Volunteer Role Profile

Biggin Hill Memorial Museum (BHMM) will be opening to the public in Winter 2018. We will tell the story of Britain's most famous fighter station from its role in the First World War to the building of St. George's Chapel of Remembrance in 1951. The museum will also preserve the historic memorial Chapel and surrounding landscape, including the Garden of Remembrance.

We are looking for volunteers to help create a welcoming and engaging visitor experience. If you enjoy meeting new people, have an interest in history and would enjoy volunteering with our small and dedicated team, we'd love to hear from you. You will have the chance to help shape the feel of our new museum, ensuring a world-class welcome to our visitors. In return you will get training, support and valuable experience in a museum at a very exciting moment.

We have four major roles – **Museum Welcomer, Host, Presenter and Café Host**. There will also be more ad hoc opportunities for those interested in working with the museum collection or undertaking research.

Main location: Biggin Hill Memorial Museum, Main Road, Biggin Hill, Westerham, TN16 3EJ

Time: Ideally a minimum of one 3.5 hour session (half a day) a week.

Volunteer sessions are Tuesday to Sunday, 10.00 – 13.30 or 13.30 – 17.00.
 Café Hosts sessions are Tuesday to Sunday 10.00-14.00 or 12.00-16.00.
 There is a degree of flexibility and we are happy to discuss this with people interested in volunteering.

Purpose: To offer a friendly and informative experience for visitors to the Biggin Hill Memorial Museum site.

Role 1: Host	Tasks include: <ul style="list-style-type: none"> ▪ Offering a friendly welcome to visitors within the museum and St George's RAF Chapel of Remembrance ▪ Providing information to visitors about the museum and Chapel. ▪ Turning the Book of Remembrance in the Chapel and reading the biographies of the named pilots to visitors ▪ Ensuring that the museum and Chapel are safe, accessible and clean, and reporting any concerns to staff ▪ Recording visitor numbers and customer comments via surveys and informal feedback
Role 2: Welcomer	Tasks include: <ul style="list-style-type: none"> ▪ Offering a friendly welcome to all visitors at the museum reception desk ▪ Using the till; selling exhibition tickets and shop products, taking payments and handling cash ▪ Providing, explaining and supporting the use of tablet guides to access the museum ▪ Being the first point of contact for the museum, including answering the phone and directing enquiries appropriately

Role 3: Presenter	<p>Tasks include:</p> <ul style="list-style-type: none"> ▪ Delivering short talks, object handling sessions and museum tours to visitors ▪ Researching and developing talks, tours and sessions ▪ Supporting school visits including helping them to use the tablet guide and supporting the delivery of sessions ▪ Supporting family activities including handling sessions and craft activities ▪ Potentially supporting other learning activities including outreach sessions, under 5s sessions and adult lecture series
Role 4: Café Host	<p>Tasks include:</p> <ul style="list-style-type: none"> ▪ Crafting good quality Barista style coffee including Cappuccinos, Lattes and Expressos (full training provided) ▪ To serve drinks, sandwiches, soups and cakes and help create a pleasant and welcoming environment ▪ Using the till: taking payments and handling cash ▪ Basic housekeeping tasks, housekeeping tasks including clearing dishes and ensuring that the café is clean and tidy. ▪ Adhering to Food Hygiene standards at all times (full training and qualifications provided) ▪ There may be opportunities to bake, for interested volunteers.

In addition:	<p>We ask all volunteers to:</p> <ul style="list-style-type: none"> • Follow all museum policies, including access, diversity, child protection, security and health and safety • Assist with the daily visitor care routines including health and safety routines and emergency evacuations as required • Maintain a positive image of the museum and its work • To treat each other and all visitors politely and with respect
What we would like from you:	<ul style="list-style-type: none"> • A welcoming, friendly and positive manner • Excellent customer service skills • Be able to work as part of a small team, being flexible and adaptable • Willingness to develop new skills and knowledge • Reliability and the ability to make a regular commitment to the Biggin Hill Memorial Museum, ideally for a minimum of six months • An interest in, and willingness to learn more about the Battle of Britain and the history of Biggin Hill • No experience needed as we can provide training
What we offer you:	<ul style="list-style-type: none"> • Full training on all aspects of the role • Experience of customer service and engaging with a wide range of audiences in a museum setting • Travel expenses up to a monthly agreed limit • Free entry for yourself and a guest to the museum galleries • A complimentary hot drink from our café each session • Discount in our shop and cafe • Regular forum meetings and social events, including monthly coffee mornings • Weekly updates and regular newsletters
Checks and References:	<p>Please note that some of our volunteer roles will require the museum to carry out a DBS check. The museum will ask you to provide a reference of a non-family member.</p>

How to apply: If you would like to apply for a role, please complete a Volunteer Registration Form and return to Pippa at: Biggin Hill Memorial Museum, c/o Bromley Civic Centre, Stockwell Close, Bromley, BR1 3UH Phone: 020 8313 4916 Email: hello@bhmm.org.uk