

## GALLERY VOLUNTEER

The National Gallery of Ireland ('the Gallery') is Ireland's major national cultural institution devoted to the collection and care of fine art. Comprising more than 17,000 paintings, drawings, watercolours, miniatures, prints, sculpture and decorative arts, the institution's extensive holdings include masterpieces by many of the most celebrated figures in the history of western European art. In addition, the Gallery houses the most representative collection of historic Irish art. Funded mainly by the State, the Gallery employs more than 180 staff and provides free access to the public 361 days a year. In 2023, the Gallery received numerous awards and accreditations. These included the Triple Lock Standard, which recognises Irish charities that have achieved excellence in governance, financial reporting, transparency and ethical fundraising.

The purpose of the **National Gallery of Ireland Gallery Volunteer** ('Gallery Volunteer') is to play an integral part in supporting staff to deliver a high level of visitor-focused experience, support both Friends membership and the Atrium and Creative Space. The role will inspire an interest in and an appreciation of the National Collection in six key areas:

- Visitor Experience and Information.
- Friends of the National Gallery of Ireland (Membership).
- Atrium and Creative Space.
- Audience surveys.
- Assisting visitors with the self-service lockers.
- Assist in organising and welcoming group bookings to the Gallery.
- Assist visitors with any accessibility requirements.

Reporting to the **Visitor Experience Manager**, the **National Gallery of Ireland Volunteer** duties include:

- Deliver outstanding visitor experience at front of house and in the galleries.
- Inform visitors about the National Collection, membership, events, visitor services, creative packs, digital resources and other visitor attractions.
- Assist in welcoming groups visiting the gallery, organising bags storage, information.
- Supervise the Atrium and Creative Space, engage with visitors in the space and organise materials for visitors and workshops.
- Inform visitors about the Friends of the National Gallery of Ireland, and membership benefits, as part of a Gallery-wide objective to increase membership.
- Provide a welcome to existing Friends members.
- Conduct audience surveys.
- Encourage donations, including 'tap to donate', at the Information Desks.

- Ensure printed literature is available and up-to-date and Information Desks are in optimum condition.
- Use Better Impact as an online volunteer rota system.
- Record Lost Property at desks in line with Gallery Policy.
- Provide support within the broader Volunteer Programme as required.
- Refer Feedback and Complaints from visitors to the Visitor Experience Team in line with Gallery Policy.

**Commitment:**

- 1-year commitment from Induction Day, with an annual renewal on 1 January every year. Volunteers are expected to volunteer on a regular basis (weekly or fortnightly at a minimum of 2 sign-ups per month) as agreed with the Visitor Experience Manager. Continual, persistent or long-term absenteeism (over 6 weeks) will result in a review of the volunteer's engagement by the Gallery and may result in the termination of the Volunteer Agreement.
- Generally 4.25 hours per week (morning or afternoon). Volunteering timeslots are 9.15am - 13.30pm or 13.15 - 17.30pm (Tuesday - Saturday). Monday timeslots are 10.55am - 14.15pm or 14.15 - 17.30pm. Thursday evening timeslot is 17.15 - 20.30pm. Sunday timeslot(s) are 11.00am - 17.30pm (or 10.55 - 14.15 or 14.15 - 17.30pm). Relief cover will also be requested on occasion.

**Requirements:**

- A knowledge of or an interest in art and the National Gallery of Ireland.
- A professional, polite and courteous manner coupled with good communication skills.
- Strong visitor service, an interest in working with the public and an ability to engage with volunteers and staff.
- Familiarity with the cultural and tourism environment of Dublin and Ireland.
- Strong IT skills, with a general practical knowledge of Email, Gallery website, Internet, Intranet, QR codes, social media. An ability to use on-line platforms to carry out the role.
- A willingness to attend and engage with training on the National Collection, Gallery, events and facilities and attendance at mandatory Fire, Health & Safety, Child Protection training, dignity and inclusion and accessibility training.
- Wear a name badge and scarf / tie while on duty.

**Volunteering at the Gallery is unpaid, the benefits of volunteering include:**

- Development of art knowledge, skills and experience of a gallery / museum environment.
- Contribution to the work and creativity of the National Gallery of Ireland.
- Discounts in the Gallery Shop (20%) and Gallery Café.
- Regular volunteer training on the National Collection and related art areas.
- Invitations to pay in exhibition openings.
- Interaction with Gallery staff, volunteers and visitors.
- Tea / coffee while on duty.

Note: This volunteer description is a guide to broad areas of responsibility and accountability and should not be regarded as a comprehensive listing. The volunteer description may be subject to review in the view of new structures and / or the changing needs of the Gallery. All volunteers are required to be compliant with Gallery screening, and security

**Closing Date: Midday on Tuesday 28<sup>th</sup> January 2025.**

**To apply for this role: please submit a cover letter and CV, using the on-line application system.**

**Volunteer Information Session 11.30 am – 12.30 pm, Saturday, 18 January 2025**

**Interviews will be held from 11 – 21 February 2025.**

**Successful Candidates will be required to attend an Induction Day Friday 21st March: 9.15 am – 4 pm (mandatory attendance, if you are unable to attend please do not apply for volunteering role)**

**A volunteering panel will be set up, to fill future volunteering opportunities until June 2026.**

At the National Gallery of Ireland, we value equity, diversity and inclusion. We recognise the benefits it can bring to our staff and our visitors interactions. We celebrate difference and want our people to be representative of all communities. If you require reasonable accommodation for any part of the application process, please do not hesitate to let us know.

**The National Gallery of Ireland is an equal opportunities employer**