

# Solent Sky Museum



## Front of House: Museum Floor Volunteer

Solent Sky Museum is an independent charity which has preserved aviation heritage in Southampton for over 40 years. Southampton is the 'City of the Spitfire' and our museum is located just a stone's throw from the original Supermarine factory where the legendary aircraft was designed and built. Solent Sky celebrates the history of the 26 local aircraft manufacturers - some famous, some obscure - whose work made the Solent region the centre of the world for aircraft research and development. The museum is also home to the Hampshire Police & Fire Heritage Trust and recently welcomed the Southampton Tram and Calshot Spit Light Vessel projects.

Our dedicated volunteer team are key to the success of Solent Sky and support our organisation in a wide variety of roles. Our Front-of-House team have a vital role in helping create a warm welcome for all our visitors through greeting and engaging with visitors. This includes sharing information and knowledge about our various exhibitions and activities as well as providing helpful directions to our displays and facilities.

### Volunteer Role Description

Our volunteers act as ambassadors for Solent Sky museum through their positive engagement with the public. As a **Museum Floor Volunteer**, you will actively engage our visitors by sharing stories and the rich history of our museum exhibits and displays, providing an added layer of interpretation designed to enhance the visitors' experience. Museum Floor volunteers also support the security of our collections and help to maintain a high standard of presentation of displays through light housekeeping duties during quieter periods.

Our Museum Floor Volunteers cover the various areas of the museum currently open to visitors:

- Flying Boat display and Sandringham Flying Boat exhibit
- Supermarine exhibits and display
- Early flying & World War One display
- Post-WW2 & Cold War displays
- Home Front Exhibition
- Hampshire Police & Fire Heritage Trust Exhibition
- Southampton Tram Project

### Key tasks:

- Provide a friendly greeting to visitors, answer their enquiries in a helpful manner
- Support the Welcome Desk volunteers as required during busy periods
- Inform visitors about the exhibitions and displays in the museum to help them plan their visit
- Help to ensure exhibits and displays are presentable and secure
- Support the Duty Manager with other operational and administrative tasks as needed

## How much time are our volunteers expected to give?

We are looking for people who can regularly volunteer, ideally for one day each week. The Museum is open seven days a week, and Front of House volunteers are required between 9.45am to 5.00pm on weekdays/Saturdays and 11.45am to 5.00pm on Sundays.

## What skills, qualities and experience are needed for this role?

We require people with good communication skills who are willing to learn about our collections and share their knowledge with visitors. It is desirable that our volunteers have an interest in aviation and/or local history.

This role would suit people who are:

- Welcoming, approachable and helpful
- Willing to proactively share information with visitors and other volunteers
- Good at listening to visitors and answering enquiries
- Enthusiastic and interested to learn about the museum
- Able to gauge the needs and interests of visitors and to respond accordingly
- Reliable, well-presented, friendly and polite
- Comfortable working both independently and as part of a team

## What can our volunteers expect from Solent Sky?

We offer our volunteers:

- A welcoming and enjoyable experience
- The opportunity to learn and develop new skills and experience
- To be treated fairly and with respect
- To become part of a friendly, motivated and dedicated team
- An opportunity to meet people from all walks of life and make new friends
- Valuable experience to enhance your CV and job applications
- Following a successful introductory period, free volunteer membership of our Solent Sky Supporters' Group, which offers free entry for yourself and a guest to the museum plus volunteer discount at the Museum shop
- Free parking when carrying out volunteering duties (subject to availability)

## Volunteer Application

To apply for this volunteer role, please fill in a [Solent Sky Volunteer Application](#) form and return to:

Duty Manager,  
Solent Sky Museum,  
Albert Road South,  
Southampton,  
SO14 3FR

Or email an electronic copy to: [supporters@spitfireonline.co.uk](mailto:supporters@spitfireonline.co.uk)