

# Volunteering at Museums Sheffield



- Head of Visitor Engagement & Volunteering: Cassa Townsend
- Volunteering Coordinator: Ruth Bean

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# Overview

- Volunteer contribution at Museums Sheffield
- Areas of best practice
- Comments and questions

# Museums Sheffield

- Weston Park Museum; Millennium Gallery; Graves Gallery
- 170 volunteers
- 4400 volunteering hours since April 2018 (5800 2017-18)
- Key roles:
- Collections cataloguing
- Visitor experience including object handling
- Events support



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# Areas of Best Practice

- Website & Software – Better Impact
- Clearly defined volunteer roles
- Volunteer journey and support
- Social events
- Training





# Better Impact software

The screenshot displays the Better Impact software interface. At the top is a navigation bar with the logo and menu items: Main, People, Communicate, Activities, Assign, Reports, and Configuration. Below this is a search bar and a 'Home' link. The main content area is divided into several sections:

- Status Update:** A dashboard showing volunteer statistics. It includes tabs for 'Volunteers' and 'Administrators'. Under 'Volunteers', it lists: Applicant (8), In Process (0), Accepted (164), Inactive (2), and Archived (171). It also shows a breakdown of volunteer types: Short Term (1), Long Term (1), Didn't Start (53), Rejected (0), Dismissed (3), Moved (13), Resigned (2), Deceased (2), and Other (55). There are buttons for 'Qualification Approvals', 'Expiring Qualifications' (1), 'Expired Qualifications' (2), 'Hours Approvals' (6), 'Volunteers on the Clock', 'Pending Signups', 'Custom Field Approvals', 'Anniversaries', and 'Birthdays' (2).
- Your Current Volunteer Message:** A section titled 'Archaeology Documentation and Research Volunteer Role' featuring a photo of archaeological finds in bags on shelves. It has 'Clear' and 'Edit' buttons.
- System Message:** A message stating 'Your software was upgraded 29 October' with a 'BETTER IMPACT SOFTWARE UPGRADE 4.50' graphic. It includes a 'COMING FROM 28 October' dropdown and a text area for updating messages to administrators, with an 'Add' button.
- Pinned Searches:** A section indicating that no pinned searches are currently set up, with a link to a help article.
- Support:** A section with a 'Member Support' link, a search bar, and the contact number '020 3014 0226'.
- Feedback:** A section encouraging users to provide feedback on the software, mentioning a 'product suggestion forum' and a 'TrustPilot' review site.

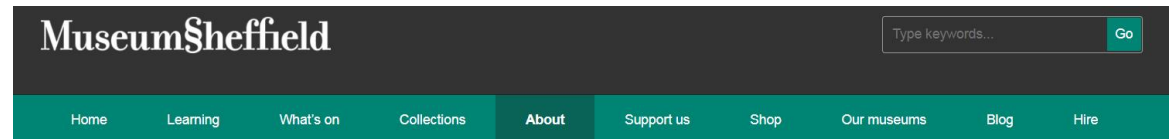
At the bottom, there is a 'Your Current Volunteer Custom Home Page Text' section and a 'TRUSTPILOT' logo with a 4.5-star rating.

- Online applications
- Activities & shifts
- Logging hours
- Reporting

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# Website

- User friendly website
- Refreshing content - blogs
- Planned recruitment phases



## Volunteer Story: Suzanne



"I absolutely love it. It is the highlight of my month!"

I haven't always been interested in art and I cannot paint for toffee but about eight years ago I visited the Isabella Stewart Gardner Museum which, unusually, doesn't label its paintings. Feeling completely lost I took a tour and the guide was fantastic. She encouraged us to make our own responses and trust them. From that moment I was hooked and my interest in art increased.

Galleries are assumed to be quiet places of individual contemplation. Nothing wrong with that but I think they can also be powerful places of communal sharing. I've always found it more illuminating to look at art with other people; the more eyes,

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# Museum Sheffield

# Role focused approach

- Creation of new roles
- Role template for staff
- Clear information about:
- Purpose of the Role
- Tasks involved
- Skills needed
- ‘What’s in it for me?’
- Time commitment



# Volunteer development & support

- Support & development – buddying; 1-2-1s
- Health & Wellbeing projects



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# Social Events



- Store Tours allowing volunteers to meet curators
- Celebration events
- Christmas Party
- Coffee mornings
- Exhibition tours
- Joint social events with partners

# Collaborative Working



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# Questions?



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