

Audience Research Volunteer

Where will it be?

At one or more of the Worcestershire Museum sites:
Hartlebury Castle, The Commandery and The City Art Gallery and Museum (you can tell us where you would prefer to volunteer).

How much time will you need to give?

Hours can be flexible to fit around your availability.

No set hours / days other than within the confines of opening hours at our museums. Research times will vary and include weekdays and weekends, but this can be a very flexible role.

What will you be asked to do?

You will be supporting museum staff and carrying out face-to-face visitor research at one or more of our museums – Worcester City Art Gallery and Museum, The Commandery and Hartlebury Castle. When completing your expression of interest, please specify your preference.

Surveying would take place during opening hours, at specified periods between February 2025 – March 2026 (initially you are asked to commit to six months volunteering, after that you will be asked if you wish to continue and are able to opt-out at any time).

You would be following a set questionnaire. Training will be provided by museum staff with experience in customer service, audience research and our museums.

Why do we need this role?

At Museums Worcestershire we are always striving to offer the best possible visitor experience. As part of this we undertake a programme of research across our museums to help us learn more about our visitors and their experience of our sites.

Skills you will need

We welcome interest from anyone 18 years and over, regardless of background or experience. All you need is enthusiasm.

You will be:

- Happy to work alone and as part of a team
- A good communicator
- Smartly presented
- Friendly and polite
- Physically able to perform the role
- Flexible
- Reliable
- Basic IT skills would be helpful as you may need to use an electronic tablet/iPad

Other things to consider

This role is all year round, volunteers need to be aware Museums Worcestershire sites can be cold during the winter months.

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Interested in finding out more?

Fill in an expression of interest which can be found on our website here: [Volunteer Application Form](#) this helps us find out more about you and what you would like to get from volunteering to make sure we can offer you the right opportunity.

What happens next?

Once we receive your email, we will be in touch to have an initial chat either over the phone or in person. After this, if the role is right for you, we will then arrange an induction.

Alternatively we can answer any questions via email volunteer@museumsworcestershire.org.uk or if you send your contact details one of the team can get back to you over the phone.