

Regular Volunteer Role Description – National Football Museum

Volunteers at the National Football Museum play a vital role in creating a welcoming, engaging and memorable experience for all visitors. Our refreshed volunteering model offers a varied, purposeful shift structure, giving volunteers the chance to support multiple activity areas across the museum.

Shift Pattern: 11:00am – 2:00pm

Commitment: One regular day per week

Induction: Full training provided before your first shift

Volunteers rotate through **three one-hour activity positions** each shift, ensuring a dynamic and engaging experience while supporting high impact visitor interaction.

Object Handling

Object Handling is one of the most visible and valued parts of our visitor experience. The table is located in the Pitch Gallery to maximise interaction.

Volunteer responsibilities:

- Facilitate BAU object handling tables
- Support themed handling events
- Help gather visitor feedback and evaluation
- Build confidence and knowledge with museum objects

Gallery Activations

Volunteer led gallery activities help bring energy and playfulness to the museum.

Examples include:

- Supporting Yard Ball or FIFA play sessions
- Running simple interactive gallery activities
- Encouraging families and young people to get involved

Information Station

Located on Level 1 the Information Station supports visitor orientation and engagement.

Volunteer responsibilities:

- Hand out trails and activity sheets
- Answer “What’s on?” questions
- Promote upcoming museum activities (e.g., Birthday Parties, School Sessions)
- Offer friendly wayfinding and general support

Discovery Zone

A designated early years' space requiring volunteer set up and occasional support.

Volunteer responsibilities:

- Monitor the space and support safe play
- Reset or replace resources
- Help families engage with activities
- Promote our early years programme

Community Wall Evaluation

The Community Wall offers a facilitated opportunity to capture visitor perspectives.

Volunteer responsibilities:

- Support fandom related feedback activities
- Encourage responses to Football Matters provocations
- Gather short visitor insights to support evaluation

Badge Making Station

A popular, year-round activity on Level 3 offering simple, creative engagement.

Volunteer responsibilities:

- Help visitors create and personalise badges
- Refresh seasonal or exhibition linked badge designs

Digital Content

Volunteers can support the NFM Marketing team by creating digital content that reflects their interests and perspectives.

Opportunities include:

- Volunteer Object of the Month
- Volunteer written blogs
- Short features on favourite objects
- Behind-the-scenes volunteering content
- Exhibition and gallery highlights

This pathway is ideal for volunteers interested in marketing, communications, digital content, museums or heritage careers.

Weekly Commitment & Application Process

Regular volunteers are expected to commit to **one consistent day per week**, supporting the museum's visitor experience and programming.

To apply, please complete our **Expression of Interest Form**. Applications are reviewed by the Volunteer Coordinator, followed by:

- A group in-person interview
- An on-site induction before your first shift

This ensures every volunteer feels confident, supported and ready to begin their role.