

The University of Manchester
The Manchester
Museum

MANCHESTER
1824



'In Touch' Volunteer Programme 2007 – 2009



The Manchester Museum and IWM North



The 'In Touch' volunteer training programme

- ❖ Funded by Heritage Lottery Fund for 3 years
- ❖ Recruits specific target groups
- ❖ Uses museum knowledge and resources...staff and collections



Cultural Heritage Course

- Mapped to *skills for life* Literacy curriculum and delivered by college tutors
- 10 week course that covers areas of key museum knowledge
- Course Covers:
 - Visitor services/ customer service
 - Collections / Conservation
 - Marketing
 - Exhibitions
 - Meet museum staff
 - Visit other venues



The volunteer role

Support

- Meet and greet visitors
- Gallery support
- Staff 'Your History' areas
- Object handling tables
- Collections cataloguing
- Public programmes



Additional

- Outreach
- Produce promotional material
e.g. DVD
- Develop website pages
- Volunteer Newsletter
- Youth Board



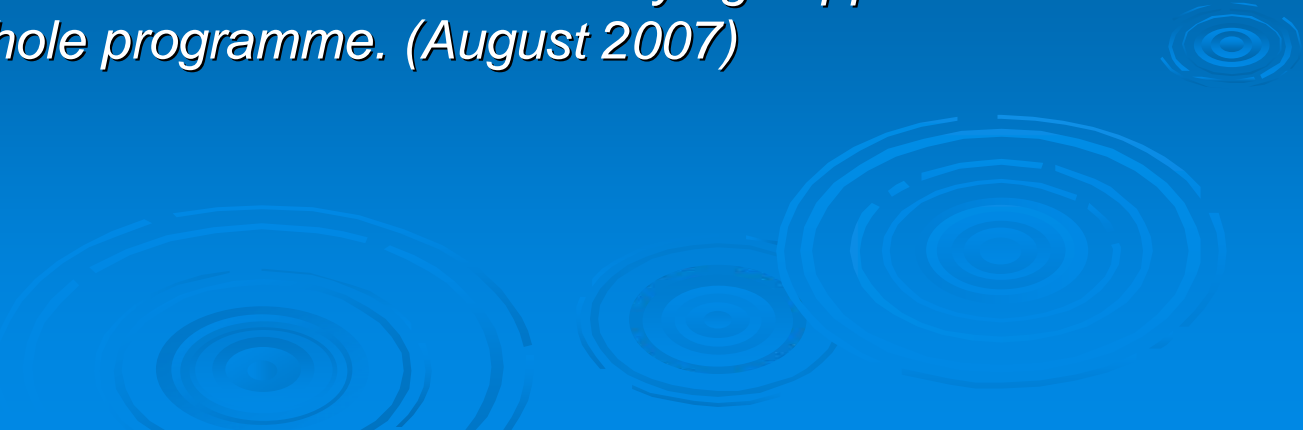
Partnerships

Partnership working is key to the success and the sustainability of the project. We have developed a network of partners across the communities, agencies and further education organisations throughout the Greater Manchester area

Main Partners:

- Heritage Lottery Fund
- Salford College
- University of Manchester
- Agencies: Manchester City Council, Refugee Action, Connexions, Job Centre Plus, Voluntary Action, Mental Health agencies and community groups

Volunteer Voice

- *I've had the chance to build confidence in a friendly and stimulating environment, to meet new people and overcome my anxieties about mixing with the public. (May 2007)*
 - *Gaining a sense of excitement about the future. A sense of confidence that I was severely lacking and positive feedback from being with a group of unique individuals. (September 2007)*
 - *It gave me the opportunity to be re-introduced to a work-based environment with zero risks involved and undying support throughout the whole programme. (August 2007)*
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Successes include...

For the Museums

- Improved partnership working
- New audiences
- Increased direct access to collections
- Staff development
- Diverse workforce

For the Participants

- Develop transferable skills
- Increase confidence and self-esteem
- Opportunity to develop social networks
- Training and learning for future employability

'I've got more confidence to talk to people, being around people and feeling comfortable with it. Working within the Museum which I have never done before – you do see the place in different light and as a volunteer its not as daunting as being a full time member of staff'

(volunteer, November 07)

Challenges



- Staff/organisational culture
 - staff awareness and 'buy-in'
 - hidden or subtle messages
 - recognising the needs of vulnerable adults
 - response to problem situations/difficult people
- Sustainability
 - Embedding the work
 - Partnerships with external agencies

Lessons learned



- Staff training
- Senior management 'buy-in'
- Communication
- Reflection
- Resource intensive
- Need to adapt practice and approach
- Recognising limit to our expertise/offer... 'we're not social workers...'

Contact

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