

Thursday 30 October 2008, British Museum, London



# Volunteers in Heritage Learning

This conference will explore the wide range of ways that heritage organisations are working with volunteers of all ages and from all backgrounds on learning programmes. The day will be a mix of speakers, case studies and workshops with time for reflection, discussion and planning ... and it is our aim to make it challenging.

The day will focus on how the heritage sector is:

- expanding its traditional volunteer base and engaging a wider range of volunteers;
- supporting people to acquire new employment and life skills;
- encouraging, through volunteering,, new voices and views to be recognised in heritage interpretation;
- effectively managing staff and volunteers, and offering a range of CPD opportunities;
- addressing the growing expectations for the sector to offer more volunteering opportunities.

You will leave:

- knowing more about the practical issues involved in recruiting and managing volunteers in learning and education programmes and services;
- with new ideas and approaches to engaging and retaining volunteers;
- understanding better which partners you should be working with;
- where resources are available so you can develop volunteers for learning programmes
- with suggestions for more accurately measuring the impact of volunteering on the volunteers and on your organisation;
- recognising the importance of diversity and inclusion;
- with a better understanding of how advocacy can support your programmes;
- clearer about the importance of CPD for volunteers and heritage staff in making a successful volunteer programme.

Who should attend?

- Managers, curators, archivists, librarians, MDOs, community officers, project officers, learning officers, access officers etc from all sections of the heritage, archive, arts, museum and library sectors who work (or wish to work) with volunteers on their education and learning programmes.
- Community, public sector and voluntary sector workers involved in (or planning) heritage projects that use volunteers
- Those involved in policy development relating to volunteering in the cultural sector in local authorities, the MLA Partnership, government bodies, the voluntary sector and funding organisations.

The detailed programme is shown overleaf, and the latest information about this conference (and booking form) can be found on the GEM website: [www.gem.org.uk](http://www.gem.org.uk)

## How to Book

All delegates should complete a booking form and return it – with payment if possible – to

GEM Office, 131 Trafalgar Street, Gillingham, Kent, ME7 4RP.

Tel/Fax: 01634 853424. Email: [gemoffice@btinternet.com](mailto:gemoffice@btinternet.com)

Refreshments and lunch will be provided.

# PROGRAMME

**10.00 Registration & refreshments**

**10.30 Welcome**

**10.35 Launch of the Marsh Trust Volunteering for Museum Learning Award**  
*Susan Raikes, Head of Learning Programmes, The British Museum.*

**10.45 The importance of Volunteering for Learning**

*Tracey Mealing* has, for the past three years, been working for Sue Ryder Care as their Head of Volunteering. Sue Ryder Care is a leading Healthcare charity providing Specialist Palliative Care and Neurological Care. Tracey is responsible for the strategy, policy and process for the recruitment, training, development, management and motivation of just under 6,000 volunteers. Prior to this she has spent some twenty years in the voluntary sector working for Scope and the British Red Cross, largely within the area of Retail Management and Training and Development.

**11.15 Volunteering & Learning at the National Trust**

*Debbie Jackson, from the National Trust for Scotland*, will be looking at lessons learnt from a wide range of projects involving volunteers at National Trust sites.

**11.45 Workshops I**

The workshops are an opportunity for participants to discuss in more detail aspects of volunteering in the sector. Each workshop runs twice (morning and afternoon) and lasts 45 minutes. Delegates need to indicate on the booking form which two of the following they would like to attend:

- a. Running an education service with volunteers – *Susan Eddisford, Tiverton Museum*
- b. English Heritage working with volunteers on education projects – *Kate Davies*
- c. Building your volunteer base – *Robert Hulse, Brunel Museum*
- d. Balancing the needs of volunteers with the needs of the museum – *Laura Brown, The American Museum in Britain*
- e. Funding Volunteers in Learning Projects - *Heritage Lottery Fund*

**12.30 Lunch**

**13.30 In Touch Volunteer Programme – A Partnership Programme**

Speakers: *Adele Finley, Volunteer Programme Co-ordinator and In Touch Project Manager at The Manchester Museum & Danielle Garcia, Volunteer Programme Manager, Imperial War Museum North*. Adele and Danielle will focus on the *In Touch* volunteer programme which equips people with up-to-date qualifications, skills and work experience that supports employability.

**14.00 The Culture Track**

*Lucy Cooke, Volunteer Co-ordinator at Tyne & Wear Museums*, will look at the range of programmes on offer across TWM which bring volunteers in to support learning programmes. She will also look at the North East of England's cultural volunteer programme, *The Culture Track*.

**14.30 Workshops 2** – delegates attend their second workshop

**15.15 Tea break**

**15.45 Q&A and plenary session**

**16.15 Conference ends**