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The Charles Rennie Mackintosh Society is an independent, non-profit making charity, established in 1973 to promote and encourage awareness of the Scottish architect and designer, Charles Rennie Mackintosh. The Society has over 1000 members across the world, in 1999, the Society became owner and long-term custodian of the Mackintosh Church at Queen’s Cross.

The core aims of the Society are:

* to support the conservation, preservation, maintenance and improvement of buildings and artefacts designed by Charles Rennie Mackintosh and his contemporaries.
* to advance public education in the works of Charles Rennie Mackintosh by means of exhibitions, lectures and productions of an educational nature.

Mackintosh Volunteer Visitor Services - Role Description

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| Role Title: | Mackintosh Volunteer Visitor Services |
| Responsible to: | Mackintosh Volunteer Coordinator |
| Where (Location): | Mackintosh Queen’s Cross, 870 Garscube Road, G20 7EL |
| Time commitment: | 2.5 hours a fortnight (minimum) |
| Times required: | 11:00 – 13:30 Monday to Friday 13:30 – 16:00 Monday to Friday |
| Role description: | The CRM Society provides their volunteers with a chance to: work with other like-minded individuals, learn and develop new skills, gain exposure to the heritage and preservation of historical buildings in Glasgow and contribute ideas to a thriving Arts organization.   This integral position aims to provide visitors to the society’s headquarters with a friendly and engaging experience, encouraging further learning and greater appreciation for Mackintosh and his works.  It is an adaptive role that encourages volunteers to work to their strengths while ensuring the high standards required in running a heritage venue are maintained.   In addition to the above opportunities, volunteers are offered discount membership to the CRM Society, access to educational programmes, discounts at the Mackintosh retail shop, access to rare works by Mackintosh and other Mackintosh buildings as well as those of his contemporaries. |
| Main tasks: | * Welcoming visitors to Mackintosh Queen’s Cross * Conducting tours of the venue when requested by visitors * Answering questions on Mackintosh history & heritage, including wider Glasgow and West of Scotland architecture and art history * Conducting basic shop/till management (processing payments, maintaining stock) * Conducting basic office management (answering/directing phone enquiries) * Conducting basic library guidance to interested visitors * Advising visitors on Glasgow tourism information * Promoting Mackintosh Society tours, society events and wider Mackintosh Group events * Documenting visitor numbers and basic data capture details * Encouraging visitors to give feedback, share their visit online * Maintaining high standard of presentation and order within the venue including updating any pertinent information and leaflets |
| Required skills, qualities and experience | * No official skills or experience essential as we can provide training. An interest in art, art history, architecture and Mackintosh will always help to be as enthusiastic and helpful as possible. * Customer care experience will also be useful, but not essential as we can help you grow in this area. * In your application please feel free to note any languages you speak as we welcoming visitors from all over the world. |
| Training and support available: | * Mackintosh specific training will include   + background information on the Charles Rennie Mackintosh Society   + CRM works and biography   + Mackintosh and Queen’s Cross story & heritage   + Glasgow Style and the city’s architectural heritage & history * Volunteer general training will include   + Basic First Aid & Safety training   + Glasgow Tourism training * Support available   + Branded uniform provided   + Travel expenses are available (subject to prior agreement) |
| Any other Requirements | * 16+ Age Restriction |
| Recruitment process: | * Please submit the attached application form along to [volunteer@crmsociety.com](mailto:volunteer@crmsociety.com) * Applicants will be contacted directly to invite for an informal interview and discuss availability. * On-going training with evaluation after 4 volunteering sessions. |

***If this sounds like something you’d like to join us in please scroll down to see the full Application Form.***

So that we can offer you support and advice please take a few minutes to complete this application. You can choose not to answer any question.  If you are unsure about any part of this document please ask for advice or assistance.  
  
All CRM Society volunteers will be trained and supported by us. Communication support for your volunteer role will be provided when needed. We will make sure that we meet your volunteering needs and that the CRM Society policies and procedures protect you.

The CRM Society takes very seriously its responsibilities for the safety and welfare of its service users, its volunteers and the organisation as a whole.

We are sure that you will find your time with the CRM Society satisfying and rewarding.

Email this application to us at [volunteer@crmsociety.com](mailto:volkunteer@crmsociety.com) or mail to:

Volunteer Coordinator

Charles Rennie Mackintosh Society

Mackintosh Queen’s Cross

870 Garscube Road

Glasgow, G20 7EL

If you have any questions about this application or The Charles Rennie Mackintosh Society please call us at +44 (0) 141 946 6600.

**Please complete the following:**

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| --- | --- | --- | --- |
| **Title:** | **First Name:** | | **Surname:** |
| **Address:** | | | |
| **Are you over 18?**  **Yes              No If No please state your date of birth:**  N.B: Some roles may be restricted to under 18 year olds for licensing and insurance reasons. | | | |
| **Mobile:** | | **Email:** | |
| **Emergency Contact Name:** | | **Emergency Contact Telephone:** | |

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| **Education, qualifications, training** *(attach CV if desired***):** |
| **Relevant skills, abilities and experience:** |

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| **On which days are you available? Opening hours to be 11am – 4pm.**  **Please note that this is just a note of your general availability and we will do our utmost to work with schedules.** | | |
|  | **AM (until 1:30pm)** | **PM (until 4pm)** |
| **Monday** |  |  |
| **Tuesday** |  |  |
| **Wednesday** |  |  |
| **Thursday** |  |  |
| **Friday** |  |  |

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| **Frequency of availability over the exhibition period:** NB please give general availability, if there are any dates you know you will not be available this will be discussed at your informal interview. | | | | | |
| **Weekly** |  | **Fortnightly** |  | **Other** |  |

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| **Are you interested in other volunteering opportunities with the CRM Society? Further information on our Volunteer Opportunities can be found on our website.** | **Yes**  **No** |  |
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| --- | --- | --- |
| **If Yes please check all areas of interest** *(check as many that apply)* | **Visitor Services** |  |
| **Events** |  |
| **Tour Guiding** |  |
| **Education Programmes/Workshops** |  |
| **Research/Library Services** |  |

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| **Are you interested in any further volunteering opportunities within the Arts and Heritage sector?** | **Yes**  **No** |  |
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| **Do you grant permission for us to share your details with affiliated organisations should a volunteering opportunity of interest arise?** | **Yes**  **No** |  |
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| **I agree to relevant personal details being held on file and understand that under the Data Protection Act, with prior notification; I have the right to access this documentation.**  **I also agree to the above information (i.e. basic details of name, address, contact phone number and any additional support needs) being transferred to the CRM Society’s  computerised database.** | |
| **Applicant Signature:** | **Date:** |