

# VOLUNTEERING



BE PART OF THE  
MACKINTOSH  
STORY...

CHARLES  
RENNIE  
MACKINTOSH  
SOCIETY™

MACKINTOSH  
QUEEN'S CROSS

# HELLO!

Thank you for choosing to volunteer with the Charles Rennie Mackintosh Society! Volunteers are an integral part of our organisation and are involved at all levels in a variety of roles.

Our aim is to make sure that anyone who gives their time to us feels valued, supported and proud to be associated with the Society. This handbook contains information about volunteering and we hope you find it useful.

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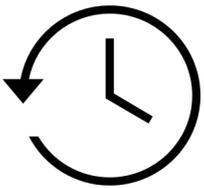
## ABOUT US

The CRM Society is a small, not for profit charity established in 1973 to promote and encourage awareness of the Scottish architect and designer, Charles Rennie Mackintosh.



# WHY VOLUNTEER WITH US?

The CRM Society provides volunteers the opportunity to: work with like-minded individuals, learn and develop new skills, gain exposure to the heritage and preservation of historical buildings in Glasgow and contribute to a thriving Arts organisation.



## Flexibility

You decide how much time to give and when, whether it's three hours a week or one day a fortnight. We recommend volunteering for around three months to make the most out of your experience but the choice is yours!



## Awards & Recognition

Volunteer events and outings are our way to say thank you and celebrate all the hard work our volunteers have achieved.



## Learn New Things

From tour guiding to events and research, our volunteering opportunities allow you to develop skills and gain confidence. We provide training and mentoring to help you get the best out of your experience. You are also welcome to make use of the Library resources at our Queen's Cross headquarters.



## Make your CV Stand Out

We try our best to make sure your time volunteering with us is fun and rewarding. Not only will you enhance your skills, employers are always impressed to see candidates actively getting involved and gaining relevant skills. You'll experience first hand what it is like to work for an Arts & Heritage Charity and we will be more than happy to provide a reference upon request.

# WAYS TO GET INVOLVED..

## Visitor & Information Services

- Provide a welcoming and friendly service to visitors
- Share knowledge of Mackintosh heritage, events and other venues of interest in and around Glasgow
- Provide helpful travel tips and opening hours
- Track and record visitor numbers and feedback
- Answer any further questions visitors may have
- Ensure Information Point is well presented, replenishing leaflets and flyers when required



## Tour Guiding

- Lead visitor groups around Mackintosh Queen's Cross or the newly restored Mackintosh at the Willow building or assist with 'Mackintosh Discovered' City Centre walking tours
- Provide in-depth knowledge of Mackintosh and Glasgow's Social History and tailor tours to suit your own interests
- Follow a shadowing & mentoring process to gradually learn the script and build your confidence at a pace which suits you



# Events

- Assist with set up and take down for events such as concerts, weddings and art exhibitions at Mackintosh Queen's Cross
- Checking tickets and provide housekeeping and health and safety support in protecting the building
- Gain bar experience as part of a supportive team
- Advising visitors on the building, it's history and heritage & local tourism information and encouraging visitor feedback



# Education & Workshops

- Help to facilitate fun workshop and educational activities such as 'Mackintosh Design Detectives' and Art Classes/Stencilling Workshops etc as both Mackintosh Queen's Cross and Mackintosh at the Willow
- Ensure the safety of participants, especially young children by helping to supervise
- Help set up and organise materials and clean up at the end of the session
- Utilise creativity to guide and assist participants



# VOLUNTEERING POLICY

## What We Can Expect From You

**Values:** To always treat other volunteers, staff members and members of the public with respect and consideration.

**When Engaging With The Public:** It is likely that you will speak to people from all walks of life so it is important you act in a professional manner and in a way which does not discriminate when representing the Society.

**Timekeeping:** We are flexible and want you to volunteer to a schedule which suits your needs. However, we would really appreciate it if you have committed yourself to something and can't make it, or no longer wish to volunteer, you let us know with plenty of notice.

## What You Can Expect From Us

**Appreciation:** special outings, events and rewards to acknowledge all the hard work done by volunteers.

**Induction & Training:** After completing an application, you will be inducted into the role and also receive Mackintosh and Heritage specific training.

**Support:** You will receive guidance and mentoring as required from your volunteer coordinator point of contact and other more experienced volunteers.

**Confidentiality:** Your sensitive personal information will be protected and stored in a professional manner.

**Health & Safety:** We will always strive to keep you safe whatever you are doing.



# TRAINING & SUPPORT



*"Since establishing the new volunteer program at the beginning of 2018 we have successfully recruited and trained a wide range of volunteers of all ages, background and abilities.*

*We welcome people with little or lots of experience and are here to make sure you feel supported and valued within the organisation.*

*As we are a not for profit charity, volunteers play an integral part in helping us to achieve all that we do in delivering an exciting array of activities and events."*

## **Mackintosh specific training will include:**

- Background information on the Charles Rennie Mackintosh Society
- CRM works and biography
- Mackintosh and The Willow Tea Rooms story & Heritage
- Glasgow Style and the city's architectural heritage & history

## **Volunteer general training will include:**

- Basic First Aid & Safety training
- Glasgow Tourism training

## **Additional Support available:**

- Branded uniform provided
- Travel expenses are available (subject to prior agreement)
- Shadowing/mentoring approach and one-on-one catch up sessions with Volunteer Coordinator to track your progress
- References can be provided upon request



# HEAR FROM SOME CURRENT VOLUNTEERS...

Anna (pictured to the right) has been involved in Tour Guiding, Visitor Services and Events. She recently won the Summit award for Outstanding Contribution from Volunteer Glasgow.

*"Volunteering with the Charles Rennie Mackintosh Society has become very important to me, as I have found it a hugely fulfilling experience to learn more about Mackintosh and to be able to impart my knowledge to others and give them the opportunity to discover Mackintosh as I did. I have also loved my time volunteering as it has given me the opportunity to get involved in many different events and meet people from all walks of life, which has helped build my self-confidence and broaden my horizons." - Anna*



Moira's main role is as a Tour Guide, though she also helps with Events and Visitor Services. She has now completed over 50 tours and has received great feedback from visitors from all over the world for her tours!

*"I love the environment. I love the people —my fellow volunteers are fantastic. We're all like-minded people but we're all so different too. So the social interaction with this wide cross section of people I find so stimulating and interesting. I also love the fact that I am studying and even when I'm not volunteering I've found a new interest learning all things Charles Rennie Mackintosh." - Moira*



# HOW TO APPLY

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To apply for any of our current opportunities, head to the Volunteering page on the CRM Society Website, [www.crmsociety.com/crm-society/volunteering/](http://www.crmsociety.com/crm-society/volunteering/)

Or contact [volunteer@crmsociety.com](mailto:volunteer@crmsociety.com) or 0141 946 6600 to request a role description and application form.

You are also welcome to job pop in to our headquarters at Mackintosh Queen's Cross and chat to one of the team.

Additionally, if you are interested in Volunteering with the CRM Society but don't feel that any of the current roles are suitable, we can offer alternative opportunities where you can build your own role based on your interests. This could be conducting a research or social history projects making use of our library at Mackintosh Queen's Cross, or learning a bit about retail. We are always open to new ideas and suggestions so please get in touch with one of the volunteer co-ordinators via [volunteer@crmsociety.com](mailto:volunteer@crmsociety.com) who will be happy to meet with you to discuss further.



# DON'T FORGET TO JOIN US ON SOCIAL MEDIA...



@mackintosh1868



@crmsociety



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## The Charles Rennie Mackintosh Society

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