

# Candidate Pack

## Volunteer Guide Lecturer





# Introduction

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The Wallace Collection is an internationally outstanding collection which contains unsurpassed masterpieces of paintings, sculpture, furniture, arms and armour and porcelain. Built over the 18th and 19th centuries by the Marquesses of Hertford and Sir Richard Wallace, it is one of the finest and most celebrated collections in the world. So that it could be kept together and enjoyed by generations of visitors, the collection was given to the British Nation in 1897 and opened to the public in June 1900. It was an astonishing bequest and one of the greatest gifts of art works ever to be transferred into public ownership. The museum is internationally famous for its collection of French 18th-century art, Arms and Armour and for its Old Master paintings.

The museum is managed by the Director Dr Xavier Bray, who reports to a board of Trustees appointed by the Prime Minister, and is financed by a combination of grant-in-aid from central government and self-generated income.

We aim to engage with and diversify our audience and, before the pandemic, we attracted over 450,000 visitors a year to the museum.



# Our priorities

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The Collection is committed to providing access to as wide a public as possible and to helping visitors engage with this diversity. Our goal is to create a place of understanding, cultural pluralism, curiosity and learning. To do this, we plan to create a world-class visitor experience for all ages which stimulates engagement with our collection through a new programme of exhibitions, major gallery refurbishments and an enhanced and expanded digital presence.

Our strategic priorities are to:

- **To maintain, research and preserve the Collection for future generations;**
- **To broaden and deepen visitor engagement, connecting with audiences onsite and digitally;**
- **To build and support a strong exhibition programme;**
- **To lay a strong financial foundation for the future;**
- **To embark upon a Masterplan programme to transform the museum.**



# Digital and Audiences at the Wallace Collection

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The Digital and Audiences Department has three key aims:

- To develop an engaging and inclusive Learning programme, ensuring that all audiences (both in person and online) maximise their engagement with the Collection in the most meaningful and relevant ways to the individual;
- To constantly evolve and advance the Collection's digital presence and infrastructure to ensure efficient operations, to allow the museum to communicate effectively online, to better understand its audience and to expand its digital reach.
- To enact dynamic and effective marketing and PR strategies to maximise engagement across social and web channels, print and out-of-home media. We champion audience development, promote exhibitions and drive footfall to the museum.

The Digital and Audiences Department enables people of all ages to develop a greater understanding and enjoyment of art. Through a wide range of opportunities that combine discussion, observation and creative activities, learning programmes aim to inspire primary and secondary students and teachers, children and their families, adults and young people, and our diverse communities. The department also delivers accessible events for children and adults with SEND, and for D/deaf and visually-impaired people. Its extensive outreach programmes connect with older people living in residential care as well as children and adults in long-term hospital care. And its growing range of downloadable resources support self-directed learning in the classroom and at home.

The Department also undertakes effective management of the Collection's digital systems including its CRM, website and CMS, ticketing system and participation in the global Bloomberg Connects app for smartphones, enabling the Collection to maximise its digital potential and its engagement with audiences online.

We also present the Collection to the world and aim to increase and sustain audience engagement, encouraging new and repeat, and real and virtual visitors. We achieve this through a broad spectrum of marketing, press/PR activity and targeted campaigns. We support the Collection's revenue streams including exhibitions, retail and events.

Volunteers play a valuable role in helping us to achieve our aims – we could not fulfil our ambition without their hard work. We are grateful for their support, and want to ensure that they have a positive, enriching and safe experience at the Collection.



# Volunteer Role Summary

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Volunteer Guide Lecturers play an integral role as ambassadors for the Wallace Collection, delivering engaging public talks and tours that help visitors to learn about the museum and its unsurpassed collection of paintings, sculpture, furniture, arms and armour and porcelain.

Volunteers are supervised by the Informal Learning Coordinator, with ongoing support from the Head of Digital and Audiences and other Learning colleagues.

Please note that this is a voluntary position and, as such, is unpaid.



# Volunteer Role Description

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- Research, prepare and deliver engaging public tours of the Collection, helping to enrich the experience of visitors and support them in learning about painting, sculpture, arms and armour, and the decorative arts.
- Offer participants of all ages and backgrounds a warm welcome to the Collection, providing an inclusive learning experience that encourages curiosity and questions.
- Be available to deliver at least two tours per month, and at least one weekend tour every two months.
- Deliver tours that keep to agreed timings, logistical limitations and routes through the museum, and content expectations.
- Be a positive ambassador for the Wallace Collection, upholding the expectations and spirit of their Volunteer Agreement.
- Adhere to the Collection's Volunteering, Health & Safety, Safeguarding and Equality policies and procedures; follow further safety measures to ensure that they and visitors have a positive and safe experience, minimising the risk of COVID-19 transmission.
- Accurately record and report back on participant numbers on public tours.





# Volunteer Person Specification

**While training will be given to all new volunteers, the following would be an advantage:**

- Knowledge of painting, sculpture, arms and armour, and/or the decorative arts, particularly from the periods and countries represented in the Collection e.g. 18th-century France.
- Experience of working with the general public or in a customer-focused role.
- Experience of public speaking, teaching or training groups of learners.

## **Skills and Competencies**

- Ability to speak confidently to groups of visitors, ensuring you can be heard and understood within a busy museum environment.
- Ability to be friendly and approachable, helping visitors feel at ease and encouraging their participation and questions; being observant and sensitive to the needs of others.
- Being reliable and punctual, with the ability to keep the tour on time and present a balanced introduction to the Collection.
- Willingness to undertake research to support the successful delivery of your tours, and to undertake training where necessary.
- Willingness to have your tour assessed by a member of the Digital and Audiences team, and be open and responsive to constructive feedback.



# How to apply

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If you are interested in applying please submit an Equal Opportunities Form, CV and Cover Letter outlining why you consider you are suitable for the post, and the skills and knowledge you would bring to the role. Please ensure your Cover Letter is no more than 750 words. Please note the equal opportunities form is used for monitoring purposes only and does not form part of the selection process. All forms should be emailed to [recruitment@wallacecollection.org](mailto:recruitment@wallacecollection.org) by midnight **22/06/2025**. Please note late applications will not be considered.

Interviews for the role will take place on week commencing, **23/06/2025**. Candidates who have been shortlisted for interview will be contacted after the closing date. Due to the large number of applications we receive, it will not be possible to contact or give feedback to candidates who have not been shortlisted for interview.

**Start date: As soon as possible**

Appointment to the role is subject to a satisfactory Basic Disclosure check. The Wallace Collection is an equal opportunities employer and welcomes applications from all sections of the community.





THE  
WALLACE  
COLLECTION

