



Audience Advocate Volunteer

Richmond Arts Service and Orleans House Gallery

Can you help us build community through creativity?



Orleans House
Gallery

Evaluation is integral to understanding the scope and reach of our programming and work. This role is important in gathering data and feedback through surveys developed by The Audience Agency, to understand the needs, wants and expectations of our visitors and their experience in engaging with the service.

You will provide audience research and consultation, support training for fellow volunteers and help deliver our Audience Development Plan. The role also aims to reduce barriers around engagement, grow the reach of our work and help us create the best offer for our audiences.

Tasks and Responsibilities

- Collecting evaluation data through regular surveys, supporting our quarterly Grounds survey and other opportunities
- Data entry of completed surveys, including into Audience Finder
- Supporting the day-to-day operations of the gallery by providing information to visitors, covering breaks for operational gallery volunteers and other tasks
- Acting as an ambassador for the work of Richmond Arts Service, engaging with organisations, stakeholders and businesses in the community in consultation, evaluation and promoting the work of the service
- Representing the Gallery and Richmond Arts Service

What we hope you will get from the role

- Valuable experience at a contemporary art gallery, crossing the arts, cultural and heritage sectors
- An understanding of the breadth of arts activity offered by Richmond Arts Service
- An insight into how arts organisations evaluate the impact of their work
- An opportunity to learn about tools utilised by The Audience Agency, such as audience segmentation
- Development of training and coaching skills through supporting other Audience Advocate volunteers
- Improved and demonstrable communication skills
- The opportunity to meet new people and engage with the local community

Training and Support

We will provide training and an induction to cover all information relating to the role. Specific training on collecting evaluation and using our surveys will be provided, including fieldworker training designed by The Audience Agency. On-going support and supervision are available from staff.



Desirable qualities and experience

- Interest in research, evaluation and data collection
- Excellent communication skills
- Enthusiasm for engaging our visitors and imparting information
- Able to answer enquiries in a friendly and helpful manner
- Willingness to learn
- Enjoys being part of a team
- Ability to complete tasks independently

Availability

The gallery is open to the public Tuesday to Sunday, 10am – 5pm.

Shifts for this role will typically take place during opening hours of the gallery, with some instances outside of these timings for events and other programming.

We are flexible on the commitment required for this role:

- Regular, on a weekly or fortnightly basis
- Ad-hoc, which can fit around other commitments
- Short term fixed period (for example, three days per week over two months)

Location

This role is typically based across the site at Orleans House Gallery and at other locations on occasion.

Expenses

We will cover travel expenses up to £12 per day.

How to Apply

Please complete our application form through our website, which is available at <https://www.orleanshousegallery.org/get-involved/volunteer/>

Our Volunteers Co-ordinator will then contact you for an introductory chat, to learn more about your interest in volunteering and discuss the role further.

Background

Richmond Arts Service is based at Orleans House Gallery on the Riverside in Twickenham, promoting arts and culture through a programme of contemporary art exhibitions, festivals, events and activities for everyone in the community.

We foster creativity and enjoyment of the arts, enable people to reflect on their lives and develop new ways of seeing the world. We bring thought-provoking art to the Borough and cultivate a network of individuals, organisations and programmes that nourishes the arts, local organisations and communities.

Home to the Richmond Borough Art Collection, comprising of over 4,400 artworks, at a site with a rich 300+ year history, Orleans House Gallery works with local, national and international artists and community partners to engage with the community, as we have done since 1972.

