

## **Museum Host Recruitment 2023/2024**

### **Frequently Asked Questions**

#### **About the Museum Hosts**

##### 1. Who are the Museum Hosts?

Museum Hosts (MH) are volunteers for the National Museum of Singapore (NMS) and two WWII-related museums managed by NMS, Changi Chapel and Museum and Reflections at Bukit Chandu.

Our role is to serve as ambassadors of the museum and create a welcoming and friendly environment for all visitors. We engage with visitors, answer their questions, and share our knowledge and enthusiasm about the offerings at the museums. Our goal is to add a personal touch to the visitors' experience.

##### 2. What do we do?

Our activities and duties help to support museum events and functions such as:

- Front-desk support (providing assistance to Visitor Services)
- Providing support for various Museum programmes, activities and festivals
- Assist docents with their guided tour-related operational matters
- Assist visitors with additional needs in getting around the Museum and facilitating their use of the museum's various accessibility-related offerings.
- Provide visitors with an enriching and unforgettable museum experience

##### 3. What is our objective?

To support the museums' various initiatives, programmes and ventures, while constantly adapting to meet the different needs of museum visitors.

##### 4. When and where are our activities held?

Our main activities are mainly held during the weekends at the museums:

- **Meet and Greet, Front Desk Support [Fridays, Saturdays and Sundays]**
  - Morning Shift: 10am – 12noon
  - Afternoon Shifts: 12pm – 2pm, 2pm – 4pm
- **Programme Support [Depends on timing and dates of scheduled events]**
  - Examples include Singapore Heritage Fest, Singapore Night Festival and Children's Season.

We welcome volunteers to assist on both weekdays and weekends and are open to flexible shift arrangements! Do contact us if you wish for such arrangements (subject to availability and museum requirements).

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#### **Museum Host Requirements**

##### 5. What are the requirements to volunteer as a Museum Host?

MHs should have a pleasant and lively personality, and be approachable and eager to speak to visitors. Applicants must be at least 16 years old (16–18 year olds are required to seek parental consent before applying).

Applicants must also be able to:

- Express themselves clearly in English (We welcome volunteers fluent in second and third languages as well!)
- Commit to a minimum of two years of service
- Attend 4-hour weekend training sessions at NMS for six weeks between 20 April and 25 May 2024 (A minimum of 75% attendance is required for the training programme and valid reasons must be given for every session missed).
- Volunteer with us at least 12 times a year within your first 2 years of volunteering

##### 6. Are non-Singaporeans eligible to be a Museum Host?

Yes, if the above criteria are fulfilled.

#### **Application and Assessment**

##### 7. I'm interested! How do I apply?

Our recruitment period is from 15<sup>th</sup> November to 15<sup>th</sup> December 2023.

Please submit your application at <https://go.gov.sg/mh-recruitment-2023> by 15th December, 2359hrs.



<https://go.gov.sg/mh-recruitment-2023>

##### 8. How will I be shortlisted and when will I be notified?

Eligible applicants will be shortlisted for an interview. Applicants will be notified of their eligibility and interview details, after the recruitment period has ended. The interview period will span the duration of January – February 2024. Interviewees will be notified of their results within a week of the interview and further training details will be disseminated.

#### **For enquiries**

If you have further questions, please contact us at [nhb\\_nm\\_volunteer@nhb.gov.sg](mailto:nhb_nm_volunteer@nhb.gov.sg)