

The National Museum Volunteering Guide

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The Purpose of Volunteering

This brochure was developed to help you start your volunteering journey at the National Museum. We will give you an overview of the National Museum and discuss its organizational structure, volunteering philosophy, and the National Museum's volunteering policies. The brochure may not provide all the information you need about our volunteering program. During the introductory meeting, you will have the chance to share your thoughts and get to know us better. We'll be happy to address any questions you may have.

The National Museum

General Objectives:

Implanting concepts of national belonging and increasing public knowledge

Highlighting the importance of documentation in scientific and practical spheres

Allowing foreign visitors to learn about the Kingdom of Saudi Arabia's national culture, its history, and its connection with ancient

Specific Goals:

Introducing the Kingdom's antiquities and promoting this cultural wealth through archaeological and heritage exhibits

Fulfilling the educational needs of all levels in line with the prescribed curriculum

Making a connection between the Museum's exhibits and the curriculum, using learning aids in the Museum's halls

What is Volunteering?

It is the effort made by an individual or organization voluntarily and willingly to offer a service to an individual or entity without expecting anything in exchange for that effort.

Significance of Volunteering:

It identifies potential leaders capable of assuming responsibility and addressing challenges facing society

It helps invest in society's competencies and harness their own skills

It empowers and involves the citizenry in social development

It contributes to discovering and nurturing the volunteer's talents and skills

It represents civilized behavior that demonstrates society's sophistication and the extent to which its members enjoy the values of solidarity and cooperation

Objectives of Volunteering at the National Museum:

Joining forces to achieve social and economic development

Creating a spirit of honest participation and fair play among volunteers

Investing in youth's potential, developing their skills and acquiring new ones

Broadening the volunteer's horizons by identifying the intellectual differences of all segments of society

Contributing to achieving the goals of Saudi Vision ٢٠٣٠ of reaching one million volunteers

Satisfying the volunteer's sense of success in accomplishing work appreciated by others

Enhancing self-realization and helping have a better position in society

Forming positive friendships and social relationships

Types of Volunteering at the National Museum

The National Museum provides volunteering opportunities targeting different segments of society. The volunteering program team has discussed the types of volunteering that currently serve a number of the National Museum's sections and encourage diversity.

Visitor Relations Department

Throughout the year, the National Museum introduces itself to the public by receiving visit requests and coordinating with the entities requesting visits depending on their scheduled dates. The Museum's staff members receive, accompany and make presentations to all visitors. Gifts and publications are also distributed to them. People with special needs and the elderly receive special treatment by providing them with wheelchairs and escorting them around the Museum.

Volunteering tasks at the Visitor Relations Department can be classified as follows:

Crowd management

Customer service

Tour guide

Programs Department

The Museum Programs Department is concerned with planning, organizing, supervising, and following up on the implementation of the National Museum's all internal and external programs. These programs play an effective role in attracting all categories of visitors in line with the established objectives.

Volunteering tasks at the Programs Department can be classified as follows:

Museum teacher

Program facilitator

Program coordinator

Volunteer Rights:

The volunteer must be respected and given the confidence that helps him achieve his personal goals and those of the National Museum

Provide a volunteering environment that develops the volunteer's skills, sharpens his personality, and helps discover new skills

The volunteer should be enabled to utilize his energy and capabilities in the successful volunteering process and be engaged in National Museum's work environment

The volunteer should be given the necessary instructions and trained in order to properly accomplish the required tasks

The volunteer must be given more space to make suggestions and observations that will contribute to the development of the volunteering process

The volunteer must have access to the necessary tools and supplies to carry out volunteering tasks

The volunteer should be assigned tasks that suit his potential and capabilities

The volunteer must be familiarized with the objectives and details of volunteering tasks

The volunteer should obtain a certificate confirming the total volunteering hours completed by the volunteer during his volunteering period at the National Museum

Training

The National Museum Volunteering Program team will provide volunteers with the tools and information needed to accomplish their tasks. Previous experience is not necessary for completing these tasks. However, volunteers have to complete the training program, which may include attending brief training sessions or specified training hours, depending on the tasks assigned.

Introductory Meeting

The National Museum's volunteers must attend the induction day prior to their first day of volunteering. They will get a general picture of the National Museum, its volunteering procedures, as well as discussions about providing high-quality customer service and interaction with the Museum's visitors and programs.

The National Museum Volunteering Policies and Procedures

Attendance:

As a volunteer, you have an important role in operating the Museum. If you are unable to arrive on time, you must inform the Volunteer Services Division as soon as possible via e-mail within a period of no less than ٢٤ hours from the start of the volunteering period

If you are unable to report these unexpected circumstances, contact your Volunteer Services Representative to inform them of the earliest time to attend

The volunteer must sign in upon arrival at the Museum and sign out upon departure with the Volunteer Services Representative to calculate and document his volunteering hours

Volunteer's Uniform

Volunteers are given identification cards which they must wear as long as they are at the National Museum so that they can be recognized by visitors and staff.

Information Confidentiality

While you are volunteering at the National Museum, confidential information may be shared with you. You must not share this information with anyone who is not on the National Museum's relevant staff or has no right to know it.

This applies to copying records, reports, documents, photos or videos of the National Museum without prior consent.

General Appearance

Since volunteers represent the National Museum, they are bound to maintain a proper professional appearance.