

National Museum of Singapore Museum Hosts Recruitment 2017

Frequently Asked Questions

About the Museum Hosts

1. Who are the Museum Hosts?

Museum Hosts (MH) are volunteers who provide valuable service and support to the National Museum of Singapore in areas such as hospitality, programmes and operations.

2. What is the objective of Museum Hosts?

As ambassadors of the museum, Museum Hosts seek to enhance and deliver a welcoming, positive and memorable visitor experience at the National Museum.

3. What do Museum Hosts do?

Museum Hosts mainly provide Meet-and-Greet / Front-desk support where they assist the museum with visitor enquiries during the busiest times of the day. The museum requires:

- Museum Host daily on weekdays, 12nn – 2pm
- Museum Hosts on Saturdays and Sundays, 11am – 1pm and 1pm – 3pm each day

Museum Hosts also provide service support for various museum events and functions, such as handling visitor enquiries, registration or ushering duties on museum Open House days (public holidays) or when the museum presents programmes for special exhibitions, the Singapore Heritage Fest, Singapore Night Festival and Children's Season. The schedule for these special events support vary, depending on the requirements of the event.

All Museum Hosts are required to complete at least 12 Meet-and-Greet volunteer duties a year in the first 2 years of joining the volunteer programme.

4. Why be a Museum Host?

If you have always had an interest in the arts and culture and want to be part of running a national museum, the Museum Host programme is for you! The Museum Host volunteer programme offers a wide range of learning opportunities at the Museum – from visitor service to administering programmes and exhibitions. A vital part of the museum's volunteer corps, Museum Hosts help the National Museum enhance and deliver a welcoming, positive and memorable visitor experience.

Museum Host Requirements

5. What are the requirements to be a National Museum Museum Host volunteer?

Museum Hosts have a pleasant personality, are friendly, approachable and eager to speak to visitors to ensure they get an enjoyable and memorable experience at the museum.

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!)
- Attend six 4-hour training sessions at NMS on weekends. A minimum 75% attendance is required for the training programme and valid reasons must be provided if applicant will miss a session.
- Commit to a minimum of two years of service
- Complete at least 12 Meet-and-Greet duties a year within your first two years of joining the programme.
- Volunteer for at least 4 times a year from the third year onwards to continue as a Museum Host volunteer.

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 1 August to 30 November 2017.
The application form is available for download at
<http://nationalmuseum.sg/volunteers/join-us>

Please send your filled application form to
nhb_nm_volunteer@nhb.gov.sg and we will contact you if you are
shortlisted for the interview.

Please submit your application by 30th November, 2359hrs.

8. When will I be notified for the interview and shortlist for the Museum Host programme?

Eligible applicants will be notified for an interview in December. The
interview period is between December and January.

Successful applicants will be notified of their shortlist for the Museum
Host programme within two weeks of the interview and provided details
of the training sessions.

For enquiries

If you have further questions, please contact us through
nhb_nm_volunteer@nhb.gov.sg