

# **VOLUNTEER ROLE DESCRIPTION**

## **ROLE TITLE**

Event Volunteer (London Design Biennale 2021)

## **WHO IS THE VOLUNTEER RESPONSIBLE TO?**

Visitor Experience Duty Manager

## **WHAT DOES THE ROLE INVOLVE?**

London Design Biennale is a global gathering of the world's most ambitious and imaginative designers, curators and design institutes. Es Devlin is Artistic Director and has chosen Resonance as the theme, which countries, cities and territories will respond to in their installations and presentations across Somerset House.

Prior to the event, volunteers will need to attend an information day at Somerset House on the 14 or 19 May and an online training session on the 26 May.

Between 01 - 27 June volunteers will be part of a team assisting visitors to the event. They will advise visitors about the exhibitions and installations around the building, as well as general information about Somerset House and its facilities.

Volunteer duties include:

- Advising visitors about London Design Biennale
- Advising visitors about Covid-19 safety measures we have in place
- Informing visitors about Somerset House and site facilities, current and future exhibitions and events

This role would suit someone who:

- Takes pride in offering excellent visitor service
- Is interested and enthusiastic about design, arts and culture
- Enjoys talking to and with people and is able to engage with a diverse range of visitors
- Is flexible, adaptable and able to respond to fluctuating activities and busy periods
- Is able to stand or move about for the whole session (4 to 6 hours)

## **WHEN?**

The London Design Biennale 2021 runs from 01 June to 27 June.

Volunteer sessions are between 4 to 6 hours in length and between 10.30 and 19.30 (or 20.30 on late nights). All sessions will include a short break but your main meal should be taken either after a morning session or before an afternoon/evening session.

Volunteers who are available for a minimum of 3 sessions per week over the exhibition run are preferred.

## **TRAINING SUPPORT AND SUPERVISION**

Interested individuals are invited to find out more about the role, the event and Somerset House by attending an information session at Somerset House on the 14 or 19 May – see Interest Form for times.

Suitable volunteers will also need to be available for an online training session on 26 May.

Ongoing support within the role will help you develop your skills in a visitor facing environment.

## **WHAT ARE THE POSSIBLE BENEFITS?**

- Develop, enhance communication skills, experience dealing with public in an arts and cultural setting
- Increase your self confidence
- Travel and refreshment reimbursement available of up to £15 per volunteer session upon production of relevant receipts
- Excellent induction and ongoing support
- Access to London Design Biennale and then most on-site exhibitions free of charge whilst an active volunteer
- Discounts on some on site shops and cafes
- Becoming part of a friendly and dedicated team
- Meeting people and making new friends
- Great personal satisfaction, as you have the opportunity to make a real difference to our visitors' experience.

## **COVID SAFETY**

We're following the official Working Safely during Covid-19 Government guidance to make sure the whole building is Covid secure for volunteers, staff and visitors.

Until 21 June or whenever restrictions are lifted; face coverings will need to be worn while in any indoor spaces, including cafes, signage across the site will remind all to respect social distancing where relevant, hand sanitiser is available at all entry points to the building, and we've installed hand washing facilities in the Courtyard and River Terrace and in certain areas we may implement a one-way system to assist with social distancing. Regular additional cleaning will take place throughout the building.