

VOLUNTEER ROLE DESCRIPTION

ROLE TITLE

Event Support (Gigs & Films 2019)

WHO IS THE VOLUNTEER RESPONSIBLE TO?

Visitor Experience Duty Manager

WHAT DOES THE ROLE INVOLVE?

A team of Event Support Volunteers will assist staff at our Summer Series of Gigs and Films during July and August 2019 providing a warm and friendly welcome, helping with queue management and with our Access Platform. This is a mobile and proactive role, working outside mostly in our courtyard area. You'll be advising event attendees about facilities and promoting activities for the evening.

- Providing a warm and friendly welcome and being an ambassador for Somerset House
- Sharing information about current or future Somerset House programme and available facilities
- Handing out relevant printed materials such as maps or event programmes as required
- Monitoring queue areas and reporting to the Visitor Experience Duty Manager any concerns
- Becoming familiar with local area and advising visitors where possible

WHAT SKILLS AND QUALITIES ARE REQUIRED FOR THE ROLE

- You should have a passion for excellent customer service, enjoy talking to the public and be comfortable and confident in a sometimes busy, outdoor environment
- A genuine, warm, friendly and polite approach to dealing with our visitors
- A willingness to develop and excellent knowledge of Somerset House and the many activities and facilities available to visitors
- Able to be physically active for a 5 hour session. Some Film nights are double bills with late finish times - volunteers will need to ensure they can travel home safely and easily.
- Ability to take instruction and be proactive and to act on your own initiative
- Fluent and clear spoken English

This role would suit someone who

- Takes pride in offering excellent visitor service
- Is interested and enthusiastic about arts and culture
- Enjoys talking to and with visitors 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 and move around for the whole session (5 hours).

WHEN?

Summer Series of Gigs	11 to 21 July 2019	Sessions: 18:00 to 23:00 (except 21/07/19 16:00 to 23:00)
Film4 Summer Screen	8 to 21 August 2019	Sessions: 18:00 to 23:30 (except double bill evenings)

We prefer to take on volunteers who are available for at least 3 to 4 sessions for each event. We hope you'll want to stay on after the summer for other roles too.

TRAINING SUPPORT AND SUPERVISION

Volunteers must be able to attend Training on Wed 10 July 12:00 to 16:00

WHAT ARE THE POSSIBLE BENEFITS TO THE VOLUNTEER?

- Develop, enhance communication skills, experience dealing with public in an arts and cultural setting
- Travel and refreshment reimbursement available up to a set amount per volunteer session upon production of relevant receipts
- Excellent induction and ongoing support
- Access to 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, since you have the opportunity to make a real difference to our visitors' experience.