

VOLUNTEER ROLE DESCRIPTION

ROLE:	Event Volunteer	REFERENCE:	

OVERALL PURPOSE OF THE ROLE:

The purpose of Brewery Arts Event Volunteer is to assist Brewery Arts staff in ensuring our customers receive a friendly welcome and enjoy a safe, clean and secure environment when attending events.

MAIN TASKS

The role holder is required to:

- Provide a friendly welcome to Brewery Arts customers.
- Help customers with queries and directions, referring to Brewery Arts staff if necessary.
- Electronically scan tickets on entry to venue providing wristbands if appropriate.
- Assist Brewery Arts staff to ensure entry to event space is managed and doors are open and closed at correct times.
- Ensure only permitted drinks/containers are allowed into the venue.
- Monitor fire exits to prevent unauthorised entry and exit.
- Assist with fire evacuations.
- Bring any inappropriate behaviour to Brewery Arts/hired security staff's attention.
- Assist with keeping the venue clean and tidy, inside and out, for example clearing tables and collecting glasses.
- Assist with clearing rooms down at the end of event, such as, removing chair numbers, putting chairs down, clearing volume rubbish/plastic glasses etc.

VOLUNTEER PERSON SPECIFICATION

ROLE: Event Volunteer

QUALIFICATIONS & WORK EXPERIENCE			
Experience of working in a customer focused environment	Desirable		
Experience of working in a public facing role	Desirable		
SKILLS			
Confident in speaking to members of the public	Essential		
Confident with basic technology	Essential		
PERSONAL QUALITIES			
Friendly and approachable manner with a commitment to providing the excellent customer service	Essential		
Common sense approach with a can-do attitude	Essential		
Ability to be flexible and respond to changing situations	Essential		
Conscientious and punctual	Essential		
Presentable appearance	Essential		
An interest in the arts and/or film/hospitality.	Essential		
OTHER REQUIREMENTS	•		
Flexibility and availability to volunteer evenings and weekends	Essential		
Aged 18 or over	Essential		

BENEFITS OF VOLUNTEERING AT THE BREWERY

- Opportunity to play a vital role within Brewery Arts
- Help our customers enjoy Brewery Arts
- Meet new people with varied interests
- Develop skills and enhance employability
- Free parking while volunteering
- Refreshments provided