



front of house volunteer JOB DESCRIPTION

★ summary

As a FoH Volunteer you are the eyes and ears of Core Arts. Every week you'll be rota'd in to sit at the front desk and be a friendly face to all who come to the centre. You will have the responsibility to make sure members feel connected with the service and direct any enquiries to the relevant person/department. Added to this, you may also be asked to do some admin work as and when required.

★ responsibilities

- Be a friendly and welcoming face to all visitors and make sure they are introduced to the relevant person.
- Observe the communications book and leave relevant messages for staff and other FoH volunteers.
- Ensure members tick their name in the register and ask visitors to sign in the Visitors' book when they enter the building.
- Deal with telephone enquiries in a friendly and polite manner.
- Sign for deliveries and ensure the post is sorted and taken to the Administration office or Core design.
- Assist with the collation of quarterly statistics and undertake any other administration tasks as required by Core Arts staff.
- Ensure the Front of House area, including sink, coffee area, tables, reception desk and floor are kept clean and tidy.
- Raise any stock taking issues with the Front of House Co-ordinator or Administration office.
- Keep the notice boards up to date and free from clutter.
- Post notices onto boards informing members of changes / additions to the day's schedule.
- Support member's participation in Core Arts activities.

★ general duties

- To ensure that basic Health and Safety procedures are followed within the department.
- To be punctual, committed and professional within approach.
- To work within an equal opportunities framework and observe the Core Arts code of respect.
- To follow Core Arts policies and procedures.

- ★ **skills & abilities**
 - To enjoy meeting people and have a friendly approachable manner with good communication skills.
 - Able to encourage people to take an interest in Core and be pro-active in making enquiries into their area of interest.
 - To have the confidence to remind members to sign the register and adhere to the Core Arts code of respect.

- ★ **training**
 - To participate in support/information meetings and one to one supervision.

- ★ **time commitment** **Minimum of 3 months**

- ★ **hours/days** To volunteer a minimum of 1 shift per week
FoH volunteers can work a maximum of 2 x 2.5 hour shifts per day
Tue/Wed/Thur/Fri

- ★ **supervision** Supervision will be given by the Membership Coordinator every 2 months

- ★ **benefits**
 - This particular role is an ideal way to learn about what Core Arts does and offers a great opportunity to meet new people in a friendly environment
 - If you commit to volunteering regularly over a significant period of time Core Arts can provide a valuable reference to your CV
 - FoH volunteers can work for no more than 2 shifts per day and receive £2.50 per shift
 - Volunteering is a great way to build confidence and add structure to your week
 - Volunteers are highly valued by Core Arts and we respect the contribution volunteers make to the charity, as a volunteer you can receive training

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