

Volunteer Event Support Assistant

Department where based: The Hive

Hours per week: To be agreed

Days during the week and during the year: To be agreed.

Note: The Hive is open 8.30 – 22.00 every day except Bank Holidays. Core hours are between 10.00 and 19.00, but events may take place at any time during opening hours, including evenings and weekends.

Start date: tbc

Overview of the Role

To assist in the running of events at the Hive. Volunteers provide support for Hive staff, preparing for and tidying up after events, greeting attendees, and acting as ushers.

Key activities

- Supporting customer to purchase tickets if required
- Checking tickets or registering attendees as appropriate
- Greeting attendees and acting as ushers
- Helping prepare for events
- Helping serve refreshments
- Helping tidying up after events, leaving the space neat and tidy
- Attending regular training sessions as required
- Encouraging and collating customer evaluations after an event
- Comply fully with existing policies and procedures of Worcestershire County Council, including Code of Conduct, Health and Safety and Equality and Diversity.

Person specification

We are looking for volunteers who:

- Adopt a friendly, welcoming approach
- Are polite and courteous at all times
- Are able to engage with a wide range of people
- Are comfortable taking the initiative to approach people and offer assistance

CRB check required

No

References

Required

Driving license

Not required

Use of personal means of transport

N/A

22nd May 2014v.1

Lisa Snook and Laura Worsfold

a partnership between

