

Role Title	Volunteer
Reports to	Front of House Manager/Duty Manager
Purpose of Role	Supporting the Front of House Manager/Duty Manager and other staff with the smooth day-to-day running of Shakespeare's Schoolroom & Guildhall, ensuring all visitors have the best experience possible.
Principle Duties	<ul style="list-style-type: none"> • To help prepare Shakespeare's Schoolroom & Guildhall for opening to the public each morning, this will include: <ul style="list-style-type: none"> ○ Storing benches used by the school ○ Setting up retail and reception ○ Supporting with setting up screens and AV • To queue manage visitors • To welcome visitors • To interact with visitors and answer questions on Schoolroom & Guildhall when required • To keep up-to-date with and share information with visitors regarding Shakespeare's Schoolroom • To support with visitor survey and evaluation • To monitor the safety of the visitors and exhibits • To operate the interpretations' AV • To populate social media • Support visitors' access to the lift and upper floor when required • To aid evacuation of the site if required
Additional Duties: Reception & Retail	<ul style="list-style-type: none"> • Support permanent staff with sales and ticketing (training will be provided) • Keep the retail and reception area clean and tidy
Additional Duties: Lower Guildhall	<ul style="list-style-type: none"> • Signposting and directing visitors to film • Directing and helping visitors upstairs to Council Chamber and Shakespeare's Schoolroom • To help staff to tidy away visitor experience and get the Lower Guildhall ready for use by the school (Monday – Friday)
Additional Duties: Upper Guildhall	<ul style="list-style-type: none"> • Signposting visitors to the stairs and down towards the temporary exhibition area • To help in the set-up and tidying of family activities and keeping family activities stocked and available, and the Tudor Schoolroom tidy • To engage with and assist families with the activities on offer
Requirements/skills	<ul style="list-style-type: none"> • A desire and enthusiasm to bring Shakespeare, his education and the Guildhall to life for all visitors • An ability to engage confidently to both individual groups from varying backgrounds and with a range of needs. • An interest in history and in Shakespeare • An experience of, or an interest in working with the public including families and school children • A sound understanding of customer service principles • An interest in or experience of retail; confident with regard to cash handling, security and reconciliation • A knowledge or experience of electronic ticketing and retail management systems (training will be provided) • A willingness to learn and share with visitors the stories and points of interest of Shakespeare's Schoolroom & Guildhall • A willingness to undergo training in customer service, access issues and health and safety

Administration Points	<ul style="list-style-type: none"> • A desire and enthusiasm to bring Shakespeare, his education and the Guildhall to life for all visitors • An ability to engage confidently to both individual groups from varying backgrounds and with a range of needs • An interest in history and in Shakespeare • An experience of, or an interest in working with the public including families and school children • A sound understanding of customer service principles • An interest in or experience of retail; confident with regard to cash handling, security and reconciliation • A knowledge or experience of electronic ticketing and retail management systems (training will be provided) • A willingness to learn and share with visitors the stories and points of interest of Shakespeare's Schoolroom & Guildhall • A willingness to undergo training in customer service, access issues and health and safety
Hours	<ul style="list-style-type: none"> • By arrangement • Shakespeare's Schoolroom & Guildhall will be open to the public between: Term Time Monday to Friday: 11.00am to 5.00pm (last admission) Weekends and Holidays: 10.00am to 5.00pm (last admission) • Volunteer times are split into two half day blocks: Term Time Monday to Friday: 10.45am to 2.30pm and 2.30pm to 6.00pm Term Time Monday to Friday: 9.45am to 2.00pm and 2.00pm to 6.00pm
Training/Information provided	<p>Induction training Visitor Care training</p> <ul style="list-style-type: none"> • Health & Safety training • Shadowing volunteers (minimum of two sessions) • Information booklet on history of Schoolroom & Guildhall • Monthly briefing note • At least two briefing sessions per year
Dress Code	<ul style="list-style-type: none"> • A uniform will be provided to all volunteers
Administration	<ul style="list-style-type: none"> • Expenses: In general, mileage/ travel costs are not paid for volunteers to travel to Shakespeare's Schoolroom & Guildhall. However, to ensure our volunteer opportunities are accessible to a broad range of volunteers who may need to use public transport, including younger volunteers, travel can be paid when agreed with the Guildhall Manager and Front of House Manager in advance. Authorised travel undertaken as part of volunteer duties will also be paid on agreement with Guildhall Manager. • Any necessary expenditure on resources or materials use will normally dealt with through normal ordering/ supply systems, authorised by the Guildhall Manager. Any other expenditure must be approved in advance by the Guildhall Manager, and receipts must be supplied. • Benefits <ul style="list-style-type: none"> ○ Use existing & learn new skills ○ Have fun! ○ Contribute to the success of Shakespeare's Schoolroom & Guildhall ○ Free entry for you and your family to Shakespeare's Schoolroom & Guildhall ○ Invitations to volunteer events and socials ○ Discounted prices for local attractions, shops and restaurants