



VOLUNTEER ROLE DESCRIPTION

ROLE:	Event Volunteer	REFERENCE:	
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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
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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