

MEET AND GREET VOLUNTEER – ROLE & TASK DESCRIPTION.

Summary of role – to provide a friendly high quality “front of house reception” for all visitors to the Art House. A key aspect to this role will be to recognise the wide variety of people and groups using the building (café users, general public attending meetings, people attending well-being groups or CRISIS groups, general enquiries about art and pottery classes etc.) and ensure they all feel welcomed and helped to find their way around the building.

Daily tasks:

- Daily briefing (morning) with office staff about what planned activities are timetabled for the day.
- Updating and maintaining volunteer’s information file regarding timetabled activities – events, exhibitions, room bookings, well-being and commercial classes.
- Meeting and greeting visitors in café area (all volunteers to wear Art House badge to help visitors recognise a source of help).
- Showing people around building either as a general enquiry or a visitor attempting to find their meeting room (but recognising some areas of the building may be in use and therefore not to be disturbed).
- Ensuring good supply of Art House leaflets in café area and identifying to office staff where stock levels need replenishing.
- Helping keep café area tidy – removing out of date leaflets, posters etc. ensuring all other organisations leaflets are stored separately from the Art House leaflets.
- Helping keep the Art House a safe place – identifying any health and safety concerns around building and reporting them to the office.

Support to volunteers:

- Daily support – via Operations Manager (main office) or café staff.
- Volunteer Coordinator – providing additional support to individual volunteers regarding their volunteer roles and potential development of Art House activities.
- Volunteers quarterly meeting – the Art House arranges a regular volunteer meeting for volunteers to meet each other and provide a forum to discuss issues and ideas (as well as feedback on their roles).

Training:

- Induction – all volunteers will be given an induction session regarding the building (covering basic health and safety and fire safety issues).
- The Art House is committed to supporting creativity in potentially marginalised groups in Sheffield (e.g. people with mental health issues, or are homeless or at risk of becoming homeless etc.) – we will organise regular training to ensure volunteers have a greater awareness of these issues during the course of carrying out their volunteering role.