

Job Description	:	Front of House Volunteer Facilitator
Hours of work	:	21 hours per week
Salary	:	£23,934 (SCP 27) pro-rata
Holidays	:	25 days per annum plus 12 public holidays pro-rata
Pension	:	Employer contributions of 6% plus additional employee contributions
Reporting to	:	Volunteer Coordinator

Main Duties and Responsibilities

While taking an active role in fulfilling Front of House duties at all times, the Front of House Volunteer Facilitator will also train, support and supervise a team of diverse Front of House volunteers, and build their capacity to respond to visitors' enquiries and phone calls.

They will ensure the front desk is staffed at all times and that we are providing a warm welcome to new and returning visitors, supporting them to engage with GWL's collections and learning programme.

The role will involve developing volunteers' skills and knowledge of GWL's collections and programme, and capitalise on their interests, skills and expertise to widen access and enhance visitors' interaction with GWL.

The post holder will work to:

- Fulfil all Front of House duties, including meeting and greeting, taking bookings, answering the phone, using the till and stock management, issuing and returning books.
- Provide one to one tailored support to Front of House volunteers to develop expertise in one or more areas of GWL's work
- Provide group training to volunteers on Front of House duties with a focus on accessibility and equalities
- Support Front of House volunteers to develop the skills and confidence to undertake Front of House duties
- Develop and maintain sustainable and efficient methods of communication between Front of House volunteers and the staff team
- Develop and keep up to date training materials which are accessible to volunteers with diverse learning styles and needs

- Maintain records of each volunteer's learning and development goals and progress towards these
- Monitor the diversity of the Front of House volunteers and work with the Volunteer Coordinator to ensure the Front of House team is inclusive and diverse

Person Specification:

All of the following requirements will be assessed from a combination of information provided from the application form, the interview process and references:

Skills and Abilities	Essential	Desirable
Good verbal, written, communication and presentation skills	√	
Strong interpersonal skills and the ability to work with a diverse range of people	√	
Ability to inspire and motivate others	√	
Excellent organisational skills and the ability to manage a wide range of tasks	√	
Ability to use own initiative and organise own workload	√	
Ability to demonstrate an active commitment to equality, diversity and inclusion	√	
Ability to deal with information in a confidential manner and respond with sensitivity to the opinions of others	√	
Ability to think creatively	√	
Good IT skills including word processing and database management	√	
A flexible and non-judgemental approach to people and work	√	
Ability to maintain records and produce clear written and verbal reports	√	
Ability to speak relevant community language (Cantonese, Urdu, Punjabi, Hindi, Bengali)		√
Ability to communicate using British Sign Language		√
Experience		
Experience of working on front of house/reception or of a customer facing role	√	
Experience of working in, or with, the voluntary sector	√	

Experience of working with volunteers, understanding their needs and motivations for volunteering, and supporting their development	√	
Experience of volunteering	√	
Experience of supporting individuals who face barriers to volunteering or to participating in their community	√	
Experience of contributing effectively as a team member	√	
Experience of delivering training		√
Experience of managing volunteers (paid and/or unpaid)		√
Experience of working on Front of House or reception		√
Experience of using evaluation and monitoring tools and techniques		√
Knowledge		
Understanding of volunteering	√	
Knowledge of either the voluntary, cultural and/or heritage sectors?	√	
Knowledge of good practice in volunteering	√	