**Front of House Volunteer Role Description**

Are you friendly and outgoing? Do you have an interest in helping tell the story of Birmingham’s social and industrial history? Do you enjoy meeting people? Would you love to be a part of the dedicated team at Birmingham’s newest heritage attraction?

If you can answer yes to any of the above, and you have some regular time to give, you could help us create a thriving heritage environment where every penny goes towards the work of the museum and Birmingham Conservation Trust, by taking on a role at Newman Brothers.

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| Volunteer Role | Front of house at Newman Brothers |
| Responsible To | Volunteer & Operations Assistant/Museum Manager |
| Hours and Times | Each shift lasts four hours; 10.30-2.30pm or 12.15 – 4.15pm. To help Newman Brothers operate fully, it is ideal if volunteers can commit to 1 shift per week but we understand the need for flexibility! |
| Location | The Coffin Works, 13-15 Fleet Street, Jewellery Quarter, Birmingham, B3 1JF |
| Purpose | To welcome visitors at reception and promote the sale of tickets and other shop products.  |
| Responsibilities | * To provide an informed and friendly welcome to all visitors, offering assistance where needed.
* To develop your knowledge of the site as a whole to help visitors enjoy and understand their visit, including any upcoming events and exhibitions.
* Actively promote the sale of admission tickets for guided tours.
* To inform visitors of any other upcoming events.
* To take bookings for guided tours on the phone and on-line.
* To provide information regarding the Supporters of Birmingham Conservation Trust group.
* To maintain an attractive, welcoming and tidy reception area by ensuring adequate supply and presentation of publicity material.
* Handling the sale of retail items and ensuring stock levels are adequate and displayed properly.
* To help with stock taking and stock pricing.
* To assist people with disabilities to access information and interpretation as appropriate.
* To help the team maintain the security of the site and its contents.
* Keep an accurate record of your volunteer hours and submit a timesheet.
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| Skills/qualities required | * Good people skills with the ability to talk confidently to individuals and groups.
* Clean and smartly dressed.
* Outgoing personality.
* Ability to retain information and pass it on to visitors.
* Ability to work as part of a team.
* Interest and enthusiasm to share Newman Brothers with the wider public.
* Good customer service skills.
* Knowledge of using a cash register and cash handling experience would be useful but not essential as training will be provided (a staff member will have overall responsibility for cash).
* Reliable and committed.
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| Support/training provided | * Induction to the work of Birmingham Conservation Trust and Newman Brothers.
* Information about the history of the site.
* On-site familiarisation experiences at Newman Brothers.
* Cash register operating and cash handling training.
* Customer service and disability awareness training.
* On-site Duty Manager at all times.
* Healthy and Safety guidance.
* Clear reporting structure and personal development review.
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| What Birmingham Conservation Trust expects from volunteers | * Maintain good working relationships with staff, other volunteers and members of the public.
* Attend appropriate training and learn about the work of Birmingham Conservation Trust.
* Promote understanding and enjoyment of Birmingham’s built heritage.
* Be reliable in delivering tasks identified and shifts allocated.
* Observe organisational policies and procedures.
* Protect BCT property from theft, damage or loss, within the limit of their own responsibilities.
* To safeguard confidential information about BCT and refer any controversial matters regarding BCT to the Volunteer & Operations Manager.
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| What will BCT do for you? | * Travel expenses will be reimbursed at the rate of £4 a day on receipt of claim form.
* Tea/coffee and biscuits will be provided.
* Social events for volunteers take place regularly.
* We’ll provide you with a name badge and a genuine Coffin Works work coat to protect your own clothes.
* A 15 minute break every shift.
* The chance to take part in any free training and career development offered by BCT and our heritage partners in the West Midlands.
* The opportunity to play a vital role in telling the story of Birmingham’s vibrant social and industrial heritage.
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Please get in touch if you are interested in joining the team, or would like to find out more.

Contact Volunteer & Operations Assistants, Kate and Claire

Email: kate@coffinworks.org or newmanbrothers@coffinworks.org. Phone: 0121 233 4785