

## Volunteer Role Outline

Role Title	Volunteer
<b>Reports to</b>	Duty Manager
<b>Purpose of Role</b>	Working with the team to ensure all visitors have the best experience possible
<b>Principle Duties</b>	<ul style="list-style-type: none"> <li>• Help prepare Shakespeare's Schoolroom &amp; Guildhall for opening to the public each morning</li> <li>• Welcome visitors, interact with them and answer questions on Schoolroom &amp; Guildhall</li> <li>• Keep up to date with and share information with visitors regarding Shakespeare's Schoolroom</li> <li>• Monitor the safety of the visitors and exhibits</li> <li>• Operate the audio-visual interpretations</li> </ul>
<b>Additional Duties: Lower Guildhall</b>	<ul style="list-style-type: none"> <li>• Direct visitors to Counting House and Priests' Chapel</li> <li>• Direct visitors upstairs to Council Chamber and Shakespeare's Schoolroom</li> </ul>
<b>Additional Duties: Upper Guildhall</b>	<ul style="list-style-type: none"> <li>• Help in the set-up and tidying of family activities and keeping family activities stocked and available, and the Georgian Classroom tidy</li> <li>• Engage with and assist families with the activities on offer</li> </ul>
<b>Requirements/skills</b>	<ul style="list-style-type: none"> <li>• A desire to join our enthusiastic and passionate team</li> <li>• An ability to engage confidently with individuals, families, School children and groups from varying backgrounds and with a range of needs</li> <li>• An interest in history and in Shakespeare is not compulsory!</li> </ul>
<b>Hours</b>	<ul style="list-style-type: none"> <li>• Shakespeare's Schoolroom &amp; Guildhall is open to the public between 11:00 and 17:00 (last admission 16:30) every day except for Christmas Day and Boxing Day</li> <li>• Volunteer sessions run from: 11:00 to 14:00 and 14:00 to 17:00</li> </ul>
<b>Training/Information provided</b>	<ul style="list-style-type: none"> <li>• Induction training and Health &amp; Safety training</li> <li>• Shadowing volunteers (minimum of two sessions)</li> <li>• Information handbook on all aspects of Schoolroom &amp; Guildhall</li> </ul>
<b>Expenses</b>	<ul style="list-style-type: none"> <li>• In general, travel costs are not paid for volunteers to travel to Shakespeare's Schoolroom &amp; 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 General Manager in advance.</li> </ul>
<b>Benefits</b>	<ul style="list-style-type: none"> <li>• Free entry for you and your family to Shakespeare's Schoolroom &amp; Guildhall</li> <li>• Invitations to volunteer events and socials</li> <li>• 20% discount in our lovely gift shop</li> </ul>