

Events Assistant at Coffin Fitting Works

Volunteer Role:	Events Assistant at Coffin Fitting Works
Responsible to:	Development Officer or Trust Director
Hours and time frame:	Heritage Open Days 2012 – times during period 8 th - 9 th September 2012. (Minimum of four hours) Other dates for ad-hoc tours or events
Location/workspace/equipment:	Coffin Fitting Works, Fleet Street, Jewellery Quarter
Purpose:	To support delivery of public access programme to the Newman Brothers Coffin Fitting Works through assisting at public open days.
Responsibilities	<p>The role will involve different aspects. These might include any of the following:</p> <ul style="list-style-type: none"> • To meet and greet visitors on arrival • To accompany small group tours and adhere to H&S guidelines at all times (pointing out potential hazards to visitors) • To steward at events to control movement of visitors if necessary • To help provide a friendly, welcoming and enjoyable experience for visitors to the site • To research and learn information about CFW to answer visitors' questions • To help run activities for children and families • To assist people with disabilities to access information and interpretation as appropriate • To sell merchandise (If available; to raise money at events) • To help set up and take down displays • To keep an accurate record of your volunteer hours and submit a timesheet
Skills/qualities required:	<ul style="list-style-type: none"> • Ability to work as part of a team • Interest and enthusiasm to share the Coffin Fitting Works with the wider public • Good 'customer service' skills
Support/training provided:	<ul style="list-style-type: none"> • Historical information provided • On-site familiarisation experiences at the Coffin Fitting Works • Health & Safety Guidance • Support of the Development Officer or Trust Director • Additional relevant training as identified • 'Out of pocket' expenses
What Birmingham Conservation Trust expects from volunteers:	<ul style="list-style-type: none"> • 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 • Observe organisational policy and procedures • Protect BCT property from theft, damage or loss, within the limit of their responsibilities • To safeguard confidential information about BCT and refer any controversial matters relating to the work of BCT to their manager