

# Room Enablers

## Volunteer Role Description (Page 1)



Are you **friendly** and **outgoing**? Do you enjoy talking to people and **sharing your passion** for Birmingham's **industrial and social history**? Would you enjoy **inspiring** and **encouraging families** to have a go at activities and challenges? Would you **love** being part of the team at Birmingham's **newest heritage attraction**? Do you have some regular **time to give**? If so, we are currently recruiting Room Enablers for our Warehouse, Office and Shroud Room to join our brand new team at Newman Brothers.

Volunteer Role:	Room Enabler at Newman Brothers
Responsible to:	Volunteer & Operations Manager
Hours and time frame:	A minimum of 4 hours per week (1 shift) for at least 6 months with a review after 3 months
Location:	The Coffin Works, 13-15 Fleet Street, Jewellery Quarter, Birmingham, B3 1JP
Purpose:	To support delivery of public access programme to Newman Brothers by inspiring visitors and helping them learn more about the site in an interesting and enjoyable way. This is not a tour guiding role; rather Room Enablers will oversee allocated rooms, providing support for visitors on tours and having a self-guided experience around the factory.
Responsibilities:	<ul style="list-style-type: none"> <li>• To provide an informative and enjoyable experience to visitors by answering questions, providing information, helping with family activities and children's quizzes, handling collections</li> <li>• To operate light machinery (sewing machine, crimping machine) for demonstration purposes</li> <li>• To provide support to the Tour Guide by ensuring the tour group stays together. To direct visitors around the site</li> <li>• To research and learn historical information (provided)</li> <li>• To assist people with disabilities to access information and interpretation as appropriate</li> <li>• To become familiar with procedures for dealing with emergencies</li> <li>• To help to maintain the security of the collection and cleanliness of the site</li> <li>• To undertake light 'housekeeping' tasks to maintain the right environmental conditions for the collections</li> <li>• To keep an accurate record of your volunteer hours and submit a timesheet</li> </ul>
Skills/qualities required:	<ul style="list-style-type: none"> <li>• Strong people skills with the ability to talk confidently to both individuals and groups and to engage with a wide range of people</li> <li>• Outgoing personality and ability to work as part of a team</li> <li>• Ability to retain information</li> <li>• Interest and enthusiasm to share Newman Brothers with the wider public</li> <li>• Good 'customer service' skills</li> <li>• Interest in understanding and using the collections to inspire learning</li> <li>• Reliable and committed</li> </ul>

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Support/training provided:	<ul style="list-style-type: none"><li>• Induction to Birmingham Conservation Trust and Newman Brothers</li><li>• Historical information about the site provided</li><li>• Light machinery operation training provided</li><li>• Collections 'Housekeeping' training provided</li><li>• On-site familiarisation experiences at Newman Brothers</li><li>• Customer Service and Disability Awareness training provided</li><li>• On-site Duty Manager (staff member) at all times</li><li>• Health &amp; Safety Guidance</li><li>• Additional relevant training as identified</li><li>• Clear reporting structure and personal development review</li><li>• Travel expenses reimbursed at the rate of £4 a day on receipt of claim form and ticket receipts</li><li>• Tea/coffee and biscuits will be provided</li><li>• Social events for volunteers / references</li></ul>
What Birmingham Conservation Trust expects from volunteers:	<ul style="list-style-type: none"><li>• Maintain good working relationships with staff, other volunteers and members of the public</li><li>• Attend appropriate training and learn about the work of Birmingham Conservation Trust</li><li>• Promote understanding and enjoyment of Birmingham's built heritage</li><li>• Be reliable in delivering tasks identified</li><li>• Observe organisational policies and procedures</li><li>• Protect BCT property from theft, damage or loss, with the limit of their own responsibilities</li><li>• To safeguard confidential about BCT and refer any controversial matters relating to the work of BCT to their manager</li></ul>
Administration points:	<ul style="list-style-type: none"><li>• Volunteer badges will be provided</li><li>• Volunteers are required to wear a work coat (provided) over their normal clothes</li><li>• A break of 15 minutes will be provided during a 4-hour shift</li></ul>

**Please get in touch if you are interested in joining the team, or finding out more.**

Contact Marie Dufaud, Volunteer & Operations Manager

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