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.

<table>
<thead>
<tr>
<th>Volunteer Role:</th>
<th>Room Enabler at Newman Brothers</th>
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<tbody>
<tr>
<td>Responsible to:</td>
<td>Volunteer &amp; Operations Manager</td>
</tr>
<tr>
<td>Hours and time frame:</td>
<td>A minimum of 4 hours per week (1 shift) for at least 6 months with a review after 3 months</td>
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<tr>
<td>Location:</td>
<td>The Coffin Works, 13-15 Fleet Street, Jewellery Quarter, Birmingham, B3 1JP</td>
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<tr>
<td>Purpose:</td>
<td>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.</td>
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</tbody>
</table>
| Responsibilities: | • To provide an informative and enjoyable experience to visitors by answering questions, providing information, helping with family activities and children’s quizzes, handling collections  
• To operate light machinery (sewing machine, crimping machine) for demonstration purposes  
• To provide support to the Tour Guide by ensuring the tour group stays together. To direct visitors around the site  
• To research and learn historical information (provided)  
• To assist people with disabilities to access information and interpretation as appropriate  
• To become familiar with procedures for dealing with emergencies  
• To help to maintain the security of the collection and cleanliness of the site  
• To undertake light ‘housekeeping’ tasks to maintain the right environmental conditions for the collections  
• To keep an accurate record of your volunteer hours and submit a timesheet |
| Skills/qualities required: | • Strong people skills with the ability to talk confidently to both individuals and groups and to engage with a wide range of people  
• Outgoing personality and ability to work as part of a team  
• Ability to retain information  
• Interest and enthusiasm to share Newman Brothers with the wider public  
• Good ‘customer service’ skills  
• Interest in understanding and using the collections to inspire learning  
• Reliable and committed |
Room Enablers
Volunteer Role Description

### Support/training provided:
- Induction to Birmingham Conservation Trust and Newman Brothers
- Historical information about the site provided
- Light machinery operation training provided
- Collections ‘Housekeeping’ training provided
- On-site familiarisation experiences at Newman Brothers
- Customer Service and Disability Awareness training provided
- On-site Duty Manager (staff member) at all times
- Health & Safety Guidance
- Additional relevant training as identified
- Clear reporting structure and personal development review
- Travel expenses reimbursed at the rate of £4 a day on receipt of claim form and ticket receipts
- Tea/coffee and biscuits will be provided
- Social events for volunteers / references

### 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
- Observe organisational policies and procedures
- Protect BCT property from theft, damage or loss, with the limit of their own responsibilities
- To safeguard confidential about BCT and refer any controversial matters relating to the work of BCT to their manager

### Administration points:
- Volunteer badges will be provided
- Volunteers are required to wear a work coat (provided) over their normal clothes
- A break of 15 minutes will be provided during a 4-hour shift

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

Contact Marie Dufaud, Volunteer & Operations Manager

E: marie@coffinworks.org.uk  M: 07599 284384