



# Volunteer Front of House Assistant

## Task Description

This task description has been designed to assist you to be clear about what you are being asked to do while volunteering with Newhaven Fort. It is intended to act as a guide and will not cover every detail of your role.

Your task description will be regularly reviewed with your named supervisor and it is there to try and ensure that you are not asked to do anything unreasonable, or that you are not qualified, or have not been trained to do.

If you have any queries about this task description, please raise them with your supervisor.

<b>Main Tasks</b>	<ul style="list-style-type: none"><li>• Meeting and welcoming visitors, helping them find their way around</li><li>• Restocking and tidying the shelves in the shop</li><li>• Helping to ensure the cleanliness of the reception area e.g. dusting, hoovering</li><li>• Being on-site to assist with special events</li><li>• Attending community outreach events e.g. demonstrating equipment, giving out visitor information, setting up and clearing away a stall</li><li>• Showing visitors/groups around the Fort on a guided tour and assisting visitors with additional needs</li><li>• Setting off the air raid warning system and talking to visitors in the air raid shelter</li><li>• Hands on demonstrations of Fort artefacts</li></ul>
<b>Supervisor</b>	Visitor Services Officer
<b>Date of Last Review</b>	24/01/19

## Role Specification

- Willingness to attend regular meeting with supervisor and on-going training.
- Need to listen to and follow clear instructions for the supervisor.
- Volunteers in this role need to be keen to work in a team.
- Training in all the basic tasks in this role will be given to all front of house assistant volunteers.
- Possible further training opportunities related to this role can be discussed.
- Reliability to be on time where necessary as agreed with supervisor.