

## Welcome Volunteer – Cultural Services

*'Welcome volunteers add sparkle to any visit and bring stories of Chesterfield's heritage to life'.*

Become a Welcome volunteer at 1435 Theatre and Museum and help us to enrich our visitor's experience, where people and stories meet.

### By joining in, you could:

- Spend time in our fabulous venue which is packed with history and meet likeminded people
- Be part of a new volunteer team and be the first to spend time at 1435 Theatre and Museum.
- Share your knowledge & enthusiasm of Chesterfield's history & town
- Enjoy new experiences and learn more about Chesterfield's heritage & theatres.
- See first-hand the rewarding results of helping visitors have a great time

### This role may be for you:

- If you have a warm and friendly demeanour, love being around people and are a confident communicator.
- If you are interested in the history of Chesterfield & heritage and/or theatre (no specific knowledge is expected)
- If you are punctual, reliable, and have great interpersonal & diplomacy skills
- If you are prepared to work without supervision (though support and backup will always be available from the Duty Manager/supervisor/volunteer coordinator)

### We want all our volunteers to have a positive volunteering experience with us and feel welcomed. So, volunteers will:

- Be provided with induction, training, equipment/uniform, and reasonable adjustments to do the role well & safely.
- Be offered reasonable expenses to cover agreed travel costs between home and place of volunteering
- Have access to support, updates, and rotas via an app/website (alternative formats available as required)
- Be treated with dignity and respect &
- Have a positive, safe, and supportive volunteering environment

Please note: this role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract

### **What's involved:**

- Providing a warm and friendly welcome to our visitors at our venue and spaces, and ensuring they have a memorable, and enjoyable visit
- Having great conversations with our visitors, listening to their needs and answering any questions & ensuring everyone feels welcome.
- Checking/scanning tickets, directing audience members to their seats, assisting audience members during performances, in the theatre, & helping to maintain flow & safety of the event/show.
- Monitoring visitor numbers, assisting visitors within the museum spaces and keeping an eye on the collection.
- Supporting the promotion of Cultural services opportunities
- Working collaboratively with Cultural Services staff & fellow volunteers
- Supporting duty manager/ building controller with evacuation of the building as required in an emergency
- Becoming familiar with the council's health and safety policy, and completion of volunteer training.
- Time commitment – ideally once per week (4–5-hour sessions) or more if you can.

*Flexible volunteering opportunity – morning, afternoons, evenings and weekend opportunities available.*

### **All Chesterfield Borough Council Volunteers within Cultural services are expected to:**

- Act professionally, respectfully, and responsibly
- Be reliable and punctual
- Follow the organisation's code of conduct and policies, Chesterfield Borough Council's volunteering policy and Volunteer written agreement
- Respect confidentiality and data protection
- Refrain from taking on duties beyond their agreed role

### **In this role you will be personally helping Cultural services to:**

- Enrich visitor experiences for the local community,
- Help to create an amazing community spirit, promoting inclusivity, diversity, and equal opportunities &
- Celebrate our local culture

### **Contact:**

Claire Watson – Volunteer Coordinator, Cultural services.

Email: [volunteering@chesterfield.gov.uk](mailto:volunteering@chesterfield.gov.uk)

Telephone: 01246 345164

Please note: this role is purely voluntary, and this arrangement is not meant to be a legally binding one or an employment contract