



## Shakespeare Birthplace Trust Volunteer Role Description

### New Place

**Role Title:** Activity Host Volunteer  
**Reports to:** Children and Families Education Officer  
**Purpose of role:** To help the heritage assistants deliver quality hands-on activities to family audiences.

### **Responsibilities:**

- To help in the set up and tidying up of activities at New Place.
- To engage and assist families with the activities on offer.
- To keep up to date with and share information with visitors regarding New Place, such as current and future exhibitions and activities.
- To provide visitors with information on other SBT sites, events, current and forthcoming.
- To encourage visitors to fill in the customer survey form.
- To aid in the evacuation of the site if required.

### **Requirements / skills:**

- Experience of, or an interest in, working with children.
- A desire to bring Shakespeare and New Place to life for family audiences.
- Good people skills with the ability to talk confidently to both individuals & groups from different age groups, varying backgrounds and with a range of needs. If you can so this in a second language even better.
- Willingness to learn and share with visitors the points of interest at New Place.
- Willingness to undergo training in facilitation, working with families, customer service, access issues and health and safety as appropriate.
- Ability to ensure health and safety guidelines are followed and be responsible for your own health and safety.
- You may be asked to undertake a DBS check as part of this role

### **Commitment:**

Opportunities will mainly be during school holidays and weekends so a degree of flexibility is required.

### **Length of project or placement:**

Ongoing.

### **Benefits of volunteering:**

- On completion of 20 hours volunteering for the Trust, all volunteers receive a volunteer card giving free entry to SBT properties and a range of discounts.

- There will be an annual service award each January for volunteers who have achieved 200 hours or more of volunteering in the previous year. This will be acknowledged by a lapel pin and certificate.
- Volunteer celebrations days and coffee morning chats will be programmed throughout the year.

**Administration points:**

- The Trust will reimburse volunteer travel costs between their home address and the place they volunteer at the rate of 40p per mile, up to a 25 mile round trip or £10 per day. Parking costs can also be claimed within the £10 daily maximum. Volunteers can claim a combined total of up to £10 for mileage and parking.  
Volunteers travelling by train or bus may also claim up to a £10 daily maximum.
- Training will be provided.
- Clothing to be smart and in SBT brand colours (grey or black 'bottoms', red, white or black top).
- Volunteer badges will be provided.
- Smoking is not allowed on site.
- Food and drink is only to be consumed in the set areas.

**Authorised by:**

**Title:** Volunteer and Community Outreach Coordinator

**Date:** 14/09/2015

**Updated:** Emma King, 13/09/2016