



**The Longest Yarn 2 – Woolly Steward
Volunteer Role Description**

Role	The Longest Yarn Exhibition volunteer
Department	Operations
Supervisor	Duty manager/ Events Coordinator
Description	<p>This is a customer facing role ensuring the successful delivery of The Longest Yarn exhibition. The role will include:</p> <ul style="list-style-type: none"> • Ensuring visitors are made to feel welcome and enjoy their visit • Directing visitors to ensure an enjoyable, but safe flow of traffic • Floor walking around the exhibition to monitor the safety of visitors and the exhibits themselves • Engaging with visitors throughout the exhibition • Checking tickets, welcoming visitors into the exhibition, encouraging donations • Keeping the area tidy
Skills Needed	<ul style="list-style-type: none"> • Confident communicator, able to approach people to ensure the safety of visitors and the exhibits themselves • Able to offer a high level of customers service when dealing with queries or complaints. Able to appropriately escalate issues to the duty manager • Volunteers should be aware of the need to actively engage with visitors and should be presence within their designated area. Volunteers can be seated at quieter time where necessary.
Training	<ul style="list-style-type: none"> • Induction Training is mandatory – Friday 5th June or Wednesday 10th June 9.30am – 12.30pm (refreshments provided) • Volunteers will be required to complete to online training sessions in advance of starting their shift.
Work Schedule	<ul style="list-style-type: none"> • There is no minimum requirement on hours to be undertaken, however we ask that all volunteers aim to attend on average between one half-day to a full day session per week. • Exhibition shifts will be split between morning and afternoon • Morning Shift – arriving 9.40am for briefing, shift 10am – 1pm • Afternoon Shift – arriving 12.40pm for briefing, shift 1pm – 4pm • Volunteers will sign themselves up for shifts via our online portal Better Impact • All volunteers should give as much notice as possible if they are unable to attend a shift • Parking permits will be provided for your shift.