



Volunteer Role Description: Visitor Volunteer

Arc Centre and Gallery
Unit 33M Vauxhall Industrial Estate
Greg St Reddish Stockport SK5 7BR

t: 0161 480 7731 | e: info@arc-centre.org

Role Title: Visitor Volunteer

Where: Arc Centre and Gallery in Reddish.

When: You can tailor your volunteering depending on your availability and on our vacancies. We have opportunities for both a half or a full day during the week.

This is a great role for anyone wanting to gain work experience in a front of house role in the arts.

Arc Centre in Reddish is the home of a gallery serving refreshments, a shop, wellbeing programmes and workshops for the public.

Visitor Volunteers support the day-to-day running of the centre, everything from creating vibrant shop displays to helping around the office.



What you will be doing:

- Providing excellent customer service to our visitors in person and assisting front of house.
- Creating interesting displays in our gallery shop.
- Assisting with setting up the gallery for exhibitions, sales and events as required.
- Providing admin support in our office. Answering the phone and checking the general Arc email.
- Ensuring that every visitor feels welcomed in our centre.

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- Serving customers in our gallery shop and refreshment area.
- Processing sales and preparing hot drinks.
- Helping to maintain the safety, cleanliness and tidiness of shared spaces, e.g. gallery, refreshment area, kitchen, offices, etc.

We aim to be inclusive of all of our volunteers, therefore if you feel there are any tasks that you would prefer not to complete, or identify something that you're not comfortable doing, then please let us know - we will build the role around you.

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DBS check required: NO Two references required: YES
Supervised by: Engagement Officer Prepared by: Engagement Officer



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What you could gain:

- Experience working with an arts and health organisation.
- Being part of our creative team and meeting new people.
- Varied work experience in an arts and wellbeing environment. You will have the chance to improve your customer service, cash handling, merchandising, administration and team working skills.
- The opportunity to get involved with lots of exciting projects, workshops and exhibitions.
- Skills to add to your CV.
- Induction, training and ongoing support from Arc staff.
- Experience of the tasks and skills mentioned above.

Essential

- Enthusiasm and creativity.
- Willingness to learn about Arc's programmes and where to direct enquiries about them to.
- Confident to interact with all users of the Arc centre – participants, visitors and customers.
- Willingness to undertake training in hygiene procedures and follow guidelines for working safely.
- Willingness to follow guidelines regarding health and safety, equal opportunities, boundaries and confidentiality.



Desirable

- An interest in wellbeing / mental health or some empathy related to the cause.
- A degree of confidence to speak to people in person, on the phone and via email.

