

Volunteer Role Description

Event Support Volunteer

<p>Purpose</p>	<p>To enable event guests visiting The Reader Mansion House to enjoy a quality experience, while learning about The Reader's aim and purpose.</p>
<p>Key activities</p>	<p>The Reader at Calderstones is a place where anyone can come to experience literature, find and share meaning, be nourished, develop new skills, explore new things and, find 'something real'. We run many weekly Shared Reading groups, as well as many other weekly community groups, such as Knit and Natter</p> <p>The Reader at Calderstones is home to the International Centre for Shared Reading – a centre of excellence serving our international community, and welcoming everyone who wants to begin or develop their Shared Reading practice.</p> <p>Visitors can also visit the neolithic Calder Stones in a new heritage centre that brings the stories of the past to life.</p> <p>But with a commercial Café, Shop and Ice Cream Parlour on site, and our glorious Storybarn, as well as the park's only public toilets, we will be welcoming thousands of people who know very little of our purpose, only that we have things they may want to buy or use.</p> <p>Events – public, private, commercial, cultural or charitable – will form a big part of our programme. They will range from book launches and poetry readings to bar mitzvahs, from weddings and corporate awaydays to plays in our Theatre Garden.</p> <p>You will be responsible for ensuring that our event guests feel welcomed to The Reader Mansion House. As well as event guests we expect to welcome more than 40,000 general public visitors each year. Event guests need to feel noticed, welcomed and well-signposted in this potentially busy environment.</p> <p>Your activities will include:</p> <ul style="list-style-type: none"> • Supporting The Reader events team to ensure the venue is set up for the relevant event • Greeting event attendees when they arrive • Ensuring all event attendees are signed in using the relevant system • Answering queries about the event, or the wider aims of The Reader and directing attendees to more information



	<ul style="list-style-type: none"> • Signposting guests to relevant facilities such as toilets, accessible routes and emergency procedures • Depending on experience, there may be opportunities to support on marketing, press and social media activity ahead of or after the event
What you will get out of it	<ul style="list-style-type: none"> • An opportunity to become part of The Reader's growing Shared Reading Community in Calderstones • Gain first-hand experience of working with an award-winning, nationally recognised social enterprise that has a busy events offer • Enabling other people to understand and benefit from Shared Reading • Opportunities for you to enrich the lives of other people • Regular and ongoing support from a friendly and supportive team • Develop greater confidence in your skills • Enhance your CV for future opportunities
What we expect from you	<ul style="list-style-type: none"> • We need people who care or can learn to care about what The Reader is doing • Work according to all volunteer policies and procedures • Able to volunteer under the supervision and support of The Reader • Reliability and flexibility • Good organisational, time-management and interpersonal skills • Able to ask for help when needed • Have a warm, calm and friendly manner that reflects The Reader's ethos and values • Feedback to The Reader staff if you have particular concerns or difficulties • Ability to remain resilient and show compassion to members of the community • Have a responsible approach to health and safety
Commitment	<p>Time commitment per week: A minimum of three hours per month, but we would be looking for a flexible approach to this depending on the requirements of particular events.</p> <p>Length of role: minimum six months (to ensure continuity and consistency for visitors)</p>
Location	<p>The Reader Mansion House Calderstones Park Liverpool L18 3JB</p>
Skills/experiences/personal qualities required	<ul style="list-style-type: none"> • Organised and able to work with minimum supervision • Professional and pleasant face-to face manner • Relates well to the public and communicates clearly • Patience with those who are unable to communicate clearly or are less confident



	<ul style="list-style-type: none">• Able to work according to volunteer policies and procedures• Experience of customer service• Experience of events marketing or logistics
DBS required?	A DBS may be required for this role. A criminal record does not necessarily disqualify a person from volunteering with us.
Application Process	The Reader has a strong track record in delivering high quality services. Making sure that we have the right people in the right roles is an organisational priority and extends to our volunteering community. As part of the recruitment process for this role we'll invite you to a visit and possibly join a Shared Reading group, to read up on our induction documents and to complete an application form. We'll also request references. As we would with any role, paid or unpaid, we will talk to you openly about any reservations we identify that result in our decision not to offer you a place volunteering in this role.
Support and Supervision	The Reader and your Shared Reading Organiser
Training required	Induction and training sessions will be provided and must be completed before starting the placement. The training will comprise a half day welcome and induction session plus additional training hours specific to the role. Attendance at refresher training and support meetings will be required.
Volunteer expenses	Travel expenses will be provided as per our volunteer expenses policy.
Further information	For further information, please contact volunteer@thereader.org.uk