



## **VOLUNTEER TASK DESCRIPTOR**

- Volunteer Role:** Venue Host
- Responsible To:** Number 18 Team Leader
- Dates/times required:** As agreed
- Overall Goal:** The role of Venue Host is to provide a helpful, welcoming and professional first point of contact to NUMBER 18 VENUE, both via telephone and in person. The Venue host is responsible for general care and presentation of venue, set up of rooms and cleanliness throughout the day.
- Skills required:**
- A friendly, helpful and enthusiastic manner and great interpersonal skills
  - Enjoys working with people and really wants to exceed our customers' expectations
  - Reliability and the ability to work as part of a team or on their own
  - Have a flexible approach to work and have good time management
  - Understands attention to detail and high quality building presentation
  - Have basic I.T skills and be able to perform data entry tasks
  - Have good communication skills
  - Ability to answer the telephone and give information on the phone or meeting people at the door face to face
  - A willingness to learn
- Training provided:**
- HnH induction, Number 18 induction, including Health & Safety
  - Room set ups and presentation standards
  - Sales show rounds and what we offer
  - Other training as needed
- Tasks:**
- Responding effectively to all telephone enquiries, taking messages or giving information as appropriate.
  - Ensuring rooms are tidy and correctly set up.
  - Ensuring that all AV equipment is in place for each event.
  - Setting up / clearing down rooms.
  - Completing volunteer logs (using sign in sheets).
  - Refilling teas/coffee/milk, paper towels, toilet tissues etc.
  - Ensuring signage in place when events on specific floors/rooms.
  - Ensuring all activities are conducted in accordance with the HnH equal opportunities and health and safety policies.
  - Checking emails or other administrative tasks as agreed.

**Expenses:** Travelling expenses and food / refreshments on the job

**Additional Info:** All you need to be is resident of Cambuslang or Rutherglen and be willing to work Monday to Sunday at various times to support activities and events delivered at the venue.

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