

# 3.3 Volunteer Role Description for Informal Learning Volunteer, with the Heart of Yorkshire summer festival

## Purpose of the role:

To assist in the delivery of exciting and engaging informal learning opportunities which enhance visitor enjoyment, leading to a greater understanding of York Minster and its collections.

## Volunteer Supervision:

Managed by: Alex O'Donnell, Learning Manager  
Responsible to: Vicky Harrison, Assistant Director of Collections and Learning  
Additional support: Victoria Imada, HR & Volunteering Administrator

## Location:

- Dean's Park, in Activity tent marquee and grounds
- Occasionally any other locations (at ground level or accessible by lifts) in the Minster Precinct: e.g. Learning Centre, York Minster Floor, The Old Palace.

## Key tasks/activities:

- To be available on an 'ad hoc' basis to assist with pre-arranged Informal Learning activities and events throughout the summer period.
- Activities might include the following:
  - Craft workshops (for both families and adults)
  - Self-led activities
  - Performances and workshops
  - Community events and art installations
  - Displays and information tables
- To read all received information about the up-coming event / activity (including risk assessments), in order to arrive fully prepared.
- To arrive at the pre-arranged location at least 15 minutes before the start time in order to help with set-up and to receive a final briefing, if needed.
- To offer visitors a warm, friendly, inclusive and positive welcome on behalf of the Dean and Chapter
- To assist with preparing for activities, events and exhibitions – including setting out tables, chairs, resources, display boards, etc.
- To assist with delivering events – including greeting and directing visitors, assisting visitors with activities, maintaining a tidy activity area, distributing and replenishing resources etc.
- To assist the activity / event organizer in maintaining a safe environment for visitors (for example by helping to keep floors free of debris and trip hazards, ensuring visitors are given appropriate guidance etc)
- To assist with clearing away after events – including putting away tables, chairs, resources, display boards, etc.
- To perform any other reasonable tasks, as requested.

### **Skills and attributes sought:**

- Be friendly and welcoming to visitors of all ages
- A commitment to working with all sections of the community and to providing additional support to those visitors who may need it
- Have good communication skills
- Reliability, commitment and flexibility
- A co-operative approach to working with other volunteers and staff as part of a team
- Willingness to attend training and other such opportunities when available
- Willingness to wear required identification

### **Training provision:**

- Task specific training
- Health and Safety e.g. Risk Assessments
- Additional training opportunities

### **Commitment involved:**

- To be available to assist in delivery of informal learning activities at pre-arranged dates / time slots, as agreed with the organizer
- To inform the activity / event organizer of unavailability or absence in the event of illness etc. as soon as possible

### **Health & Safety**

Under the Health and Safety at Work Act 1974, whilst at work, you must take reasonable care for your own health & safety and that of any other person who may be affected by your acts or omissions. In addition, you must co-operate with the Organisation on health & safety and not interfere with, or misuse, anything provided for your health, safety or welfare.

### **Safeguarding**

All staff and volunteers are expected to demonstrate a commitment to safeguarding the welfare of all children and adults who may be vulnerable, who are involved with and/or visit the Minster. This will include adherence to policies and procedures, following good practice in relation to their own behaviour and conduct and undertaking any safeguarding duties commensurate with their specific role.