



## Volunteer Role Profiles

<b>Role title:</b>	<b>Welcome Host</b>
<b>Purpose of role:</b>	To support our Front of House staff in welcoming visitors to and informing them about our exhibitions, events, workshops and demonstrations.
<b>Responsibilities:</b>	Meeting and greeting visitors, welcoming them to National Glass Centre; orientating and informing visitors in order to help them to make the most of their visit; to answer questions from visitors accurately and with confidence; to develop an understanding of the Centre's exhibitions and the themes highlighted within them.
<b>Requirements/Skills:</b>	An interest in the visual arts or the heritage of Sunderland's glass making industry; a friendly and outgoing personality; good communication skills; a willingness to learn new skills.
<b>What's in it for you:</b>	Gain valuable experience; learn new skills; meet new people; increase your confidence; keep busy; improve your CV; have fun; benefit from a number of special events, training and discounts.
<b>Role title:</b>	<b>Learning Assistant</b>
<b>Purpose of role:</b>	To assist with the delivery of our high quality Learning Programme by supporting the Learning and Engagement Team in the delivery of formal and informal educational activities.
<b>Responsibilities:</b>	To support the Learning and Engagement Team in the delivery of formal educational workshops to schools; to support the informal Learning Programme by assisting with Family Learning Activities on site during the school holidays and weekends; to assist in the administration of the Learning Programme including preparation of materials.
<b>Requirements/Skills:</b>	A friendly and outgoing personality; experience of working with children (desirable); good communication skills; an interest in/knowledge of glass making techniques or the heritage of Sunderland's glass making industry; good team worker. This post will also require an enhanced Criminal Records Bureau Disclosure.
<b>What's in it for you:</b>	Gain valuable experience; learn new skills; meet new people; increase your confidence; keep busy; improve your CV; have fun; benefit from a number of special events, training and discounts.



**Role title:** **Heritage Tour Guide**

**Purpose of role:** To give booked groups a tour of the Stories of Glass in Sunderland exhibition; to be available at set times during the week to give visitors a guided tour of the Stories of Glass in Sunderland exhibition.

**Responsibilities:** Meet and greet the group; guide the group around the exhibition; answer any questions the visitor might have.

**Requirements/Skills:** An interest in the heritage of Sunderland's glass making industry; a friendly and outgoing personality; excellent communication skills; willing to learn new skills.

**What's in it for you:** Gain valuable experience; learn new skills; meet new people; increase your confidence; keep busy; improve your CV; have fun; benefit from a number of special events, training and discounts.

**Role title:** **Exhibition Assistant**

**Purpose of role:** To assist with the delivery of our nationally significant Exhibitions Programme by supporting the Exhibitions Team during changeovers and through administrative support.

**Responsibilities:** To support the Exhibitions Team in the delivery of the Exhibitions Programme; to support the Exhibitions Team by assisting with exhibition changeovers; to assist in the administration of the exhibitions programme through research tasks and general administration; and to be a positive ambassador for National Glass Centre.

**Requirements/Skills:** An interest in the visual arts and/or the heritage of glass making; good communication skills; good team worker and a willingness to learn new skills

**What's in it for you:** Gain valuable experience; learn new skills; meet new people; increase your confidence; keep busy; improve your CV; have fun; benefit from a number of special events, training and discounts.