



12 Quay Street, Haverfordwest, Pembrokeshire, SA61 1BG

Volunteer Role Description

| | |
|--|---|
| Role title: Venue Support Volunteer | |
| Main purpose of role: To support with the varied day-to-day operations at HaverHub. | |
| Department: Operations and Facilities | Location: HaverHub HQ, The Old Post Office, Quay Street, Haverfordwest |
| Position reports to: Operations and Facilities Manager | Position is responsible for: N/A |

| Main duties |
|--|
| <ul style="list-style-type: none">• Supporting the site management (and FOH team where needed) by giving general assistance, for example helping to set up tables and seating to match room bookings, and moving light equipment between bookings.• Answering questions from the public as needed on site. Giving friendly and informative support.• Helping site team with deliveries, store replenishment, stock and order support and other ad hoc assistance as needed.• This is very varied role, and there will be a range of different activities from day-to-day. Perfect if you want something different to be involved with. <p>Volunteers will be given flexibility over the tasks detailed above, and the role can be tailored to suit the experience of the individual. Additional tasks can be identified depending on skills and interests.</p> |

Last updated: 25/03/2021

Date of next review: 25/04/2021



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Person Specification

Job Title: Venue Support Volunteer

Department: Operations and Facilities

The below person specification is purely a guide for the qualifications, experience and skills that would be beneficial for the voluntary role available. Training will be provided where needed.

| Factor | Essential | Desirable |
|---|-----------|-----------|
| Qualifications | | |
| ▪ Reading and writing skills | ✓ | |
| Relevant experience | | |
| ▪ Working well within a team. | ✓ | |
| ▪ Excellent customer service | | ✓ |
| ▪ Assisting the public, where needed | | ✓ |
| ▪ Working to a plan of tasks | | ✓ |
| ▪ Working under pressure or to a timescale/deadline | | ✓ |
| Aptitude, skills and abilities | | |
| ▪ Knowledge of Health and Safety | | ✓ |
| ▪ Good numeracy and literacy skills | ✓ | |
| ▪ Aware of when to seek help and advice | ✓ | |
| ▪ Support and ensure that COVID-19 safety measures are adhered to | ✓ | |
| ▪ Adaptable | ✓ | |
| Personal attributes | | |
| ▪ Passionate about making a difference | ✓ | |
| ▪ Commitment to HaverHub values | ✓ | |
| ▪ Welsh speaker | | ✓ |

Please contact us if you would like to have an informal conversation, if have any questions or if would like to arrange a visit.

We welcome correspondence in English and Welsh.

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