



12 Quay Street, Haverfordwest, Pembrokeshire, SA61 1BG

Volunteer Role Description

Role title: Front of House Ticketing & Cashier Volunteer	
Main purpose of role: To support at events with ticket purchases, online bookings and meeting and greeting the public.	
Department: Administration	Location: HaverHub HQ, The Old Post Office, Quay Street, Haverfordwest
Position reports to: Administration Manager	Position is responsible for: N/A

Main duties

- To greet and welcome visitors and customers to HaverHub, answering any questions they may have.
- Checking and processing advanced bookings using HaverHub online booking systems, (full training will be provided).
- Processing ticket purchases with cash or online.
- Cashing up and completing relevant recording processes.
- Liaising with door staff, stewards, security and management where necessary.
- Helping oversee public safety and order with the wider Front of House and Events teams.
- By arrangement, attend events at least until late admission is complete.
- Keep log of numbers attending events.

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.

Last updated: 25/03/2021

Date of next review: 25/04/2021



12 Quay Street, Haverfordwest, Pembrokeshire, SA61 1BG

Person Specification

Job Title: Front of House Ticketing & Cashier Volunteer

Department: Administration

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.	✓	
▪ Use of IT equipment and software		✓
▪ Excellent customer service		✓
▪ Dealing with customers face-to-face, over the phone and via email		✓
▪ Health and Safety		✓
Aptitude, skills and abilities		
▪ Knowledge of Microsoft Office		✓
▪ Good numeracy and literacy skills	✓	
▪ Aware of when to seek help and advice	✓	
▪ Support and ensure that COVID-19 safety measures are adhered to	✓	
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.

Name: James Cordell

Title: Volunteer Coordinator

Email: recruitment@haverhub.org.uk