



Volunteer Role Description

Role Title: Event Volunteer Steward	Location: New Lanark Mills, Lanark, ML11 9DB
Department: New Lanark Trust	Line Manager: Events and Exhibitions Officer
APPLICATIONS DUE SUNDAY 12TH JUNE	

Purpose of the Role:

New Lanark is hosting the BBC Antiques Roadshow on Thursday 28th July 2016. We are looking for volunteers to assist with visitor assistance and event logistics.

For more information about what the day entails, please visit:

<http://www.bbc.co.uk/programmes/articles/4rtf8YKPv6XDbThQMSfWVjX/attending-antiques-roadshow>

Main Activities and Duties:

- **Event Layout** - Familiarise yourself with the layout of the venue and be able to direct visitors on the day.
- **Queue management** – depending upon where you are positioned, you could be controlling the visitor entrance to the Roadshow, handing out Roadshow Event booklets, marshalling queues to the experts' tables, denying access to a restricted area, or other similar duties as directed by the Event Manager.
- **General Assistance** – you will be expected to give reasonable assistance to visitors, some of whom may have special needs.

Hours or Day(s) Required: *(Subject to Change)*

14 July 2016 – 14:00-15:30 – Volunteer Orientation

27 July 2016 – 15:00-16:00 – BBC Steward Briefing

28 July 2016 – EVENT DAY - 8 hour shifts between 08:00 – 19:00

Skills and Personal Qualities:

- Friendly, enthusiastic, helpful
- Confident – must be able to communicate well with all ages (small children to the elderly) and have the ability to talk to groups of people
- Flexible and practical
- Prior knowledge of the New Lanark site an advantage
- You must be able bodied in order to carry out the duties in this role – as an historic property the site can be challenging. All volunteers will be made aware of this at orientation.

Training of the Volunteer:

Full training will be provided in advance of the event including orientation, health and safety and customer service standards. The BBC will provide an event specific briefing.

Resources provided:

Volunteers will be provided with a New Lanark Volunteer T-Shirt for the duration of the event and a Steward sash from the BBC. A buffet lunch will be provided for all stewards for this event. Please wear smart, comfortable clothes/shoes.