

'Dippy on Tour' Help Desk and Reception Volunteer Role Description

A number of new and exciting volunteer roles have been created to support the delivery of the 'Dippy on Tour: A Natural History Adventure' in Rochdale project from February to June 2020. Rochdale is the only North West venue hosting a visit from Dippy during the nationwide tour and we are looking for a number of volunteers who will help make his visit to Rochdale as special as possible.

From February to June 2020, Rochdale Borough Council's Number One Riverside building will be hosting a visit from the Natural History Museum's famous Diplodocus skeleton, Dippy, as part of its tour around the country. Rochdale is just one of eight venues chosen to host the spectacular dinosaur cast and it is the only North West venue. Between 250,000 and 300,000 visitors from Rochdale and across the North West are expected to visit Dippy during his stay in the town. The aim of Dippy's tour is to inspire natural history and heritage stories in each of the regions he visits.

Dippy will be on in Number One Riverside in the centre of Rochdale and there will be an associated exhibition at Touchstones Rochdale. Visitors will be encouraged to visit both venues. The project is a partnership between Rochdale Borough Council and Link4Life, which runs Touchstones Rochdale. Visiting Dippy and the exhibition will be free of charge.

Role title	Help Desk and Reception Volunteer
Purpose of the role	We are looking for a number of volunteers to help on the visitor information point and reception desks at Number One Riverside and the exhibition at Touchstones Rochdale, providing a level of welcome and assistance that exceeds customer expectations. The volunteers will work closely with the Front of House teams at Number One Riverside and Touchstones Rochdale.
What you will be doing	Duties include: <ul style="list-style-type: none">• providing a warm welcome to visitors at Number One Riverside and Touchstones Rochdale• assisting with the box office and reception duties at Number One Riverside and Touchstones Rochdale• helping with ticketing and answering phone enquiries• Working with the Front of House Staff and volunteers at Number One Riverside and Touchstones Rochdale• enhance the visitor experience by assisting visitors and helping to answer their questions• helping to answer visitors queries about Rochdale and the local area• Participating in training and induction processes as required.

Skills, experience and qualities needed	<ul style="list-style-type: none"> • Good customer service skills • Good communication skills • Approachable and friendly personality • Enjoys engaging with people and families • Reliable, hard-working and committed • Ability to follow guidelines and instructions • Appropriate level of confidentiality • Ability to work independently at times but be able to work as part of a team. • Eye for detail • Flexible approach • An interest in dinosaurs and natural science would be desirable
When and where	<p>Minimum commitment – 4hrs weekly Days and hours are flexible Either Number One Riverside or Touchstones Rochdale</p>
Reporting to	Heritage Officer – Dippy on Tour
Support offered	<p>Induction to include safeguarding and health and safety, manual handling, GDPR, corporate introduction and other training needs where necessary</p> <p>Support from Heritage Officer – Dippy on Tour via e-mail, telephone or meeting when required</p> <p>Reimbursement of ‘out of pocket expenses’ such as valid travel tickets/mileage</p> <p>Opportunities for further training, volunteering opportunities and development where relevant</p>
Benefit to the volunteer	<p>The opportunity to:</p> <ul style="list-style-type: none"> - gain new skills and experiences and/or develop existing skills - make a difference to people’s experience of visiting Dippy at Number One Riverside and Touchstones Rochdale - meet new colleagues - make a positive contribution to the visitor economy of Rochdale - gain qualifications if appropriate
Other relevant information	<p>Volunteers will need to:</p> <ul style="list-style-type: none"> - undertake an up to date DBS check - Provide details of one referee - work in accordance with policies and procedures relating to the promotion of equality and diversity and to ensure that these are effectively and pro-actively applied - work within the Rochdale Council and the Link4Life Volunteer guidelines and related organisational policies. - be responsible for the health, safety and welfare of self and other persons - promote positive working relationships with all internal and external parties - participate in any training initiatives in relation to the duties