

ADMINISTRATION (VOLUNTEER)

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VISION FOR CHANGE

Japan House London aspires to become a centre for excellence in learning about Japanese culture by changing perceptions of Japan among UK-based and UK-wide audiences.

INTRODUCTION

Do you enjoy supporting a busy administrative office, whilst being in a customer-facing environment, and being part of a team?

We are looking for volunteers with commitment, enthusiasm and a passion for Japan to support our Corporate Development, Marketing & Communications and Programming (including Operations) teams.

POSITION OVERVIEW

Title: Administration (Volunteer)

Reports to: Deputy Operations Manager

Location: Japan House London, Kensington High Street

Hours: By mutual agreement (see “What commitment we require”)

Min. age: 16 years and over

DUTIES

As an Administration Volunteer supporting the Japan House team by:

- Providing general administrative support across Japan House
- Assisting Corporate Development, Marketing & Communications and Programming (including Operations) departments with clerical tasks
- Maintaining accurate office records
- Compiling visitor survey reports and collating other CRM data

COMMITMENT

Every volunteer role has a minimum time commitment, which enables Japan House to effectively support you and make sure you get the most from your volunteering.

We ask that you be committed to the volunteer hours we agree, with a minimum engagement of 3 months and at least two 3-hour shifts per month.

TRAINING & SUPPORT

What training and support we offer:

- Training in delivering exceptional customer services, maintain the environment in accord with health and safety standards etc.
- Buddying with an experience volunteer / staff member on your first day
- Opportunities to up-skill in the future

CAPABILITIES & QUALITIES SOUGHT

Who we are looking for:

- Good organisational and communication skills (written & verbal)
- Friendly, enthusiastic and approachable - with the ability to interact with people from different ages and backgrounds
- Dedicated to achieving high standards in all aspects of your activities
- An interest in Japan, its arts and culture, and its history - and future!

BENEFITS

What you get in return:

- New skills and greater confidence
- Valuable administration experience in an exciting cultural setting
- Help to develop future career prospects
- Being part of a great volunteer team improving the experience for our guests
- Reimbursement of reasonable travel expenses
- Opportunities to continue volunteering and be involved with other aspects of Japan House in the future, which could lead onto full time employment, should openings become available.

WORK ENVIRONMENT

- Japan House opening times to the public are 10:00 to 20:00 Monday to Saturday and 12:00 to 18:00 on Sunday.

- Our office hours are 9:00 to 18:00 Monday to Friday.
- Occasional after-hours working may be required (evenings and weekends).

SAFEGUARDING

- Japan House is committed to ensuring access for children and vulnerable adults and that everyone who accesses our premises, exhibitions, events and other resources offsite or interacts with our staff should be safe and protected from harm.
- Our Safeguarding policy is in place to ensure that Japan House is following the requirements of the 2006 Safeguarding Vulnerable Groups Act and that these are adhered to at all stages of any individual's employment with Japan House, whether paid, contracted or voluntary in capacity.
- As Volunteers may work with children and vulnerable adults a Disclosure and Barring Service (DBS) check may be required.