



JAPAN HOUSE

—
LONDON

VOLUNTEER GUIDE

- 1. OUR VISION FOR CHANGE**
- 2. INTRODUCTION**
- 3. POSITION OVERVIEW**
- 4. DUTIES**
- 5. COMMITMENT**
- 6. TRAINING & SUPPORT**
- 7. CAPABILITIES & QUALITIES SOUGHT**
- 8. BENEFITS**
- 9. WORK ENVIRONMENT**

BARKER
LANGHAM

Recruitment

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 telling stories, being in a customer-facing environment, engaging with children and adults, and being part of a team?

We are looking for volunteers with commitment, enthusiasm and a passion for Japan and to support our excellent Visitor Experience team. Our Volunteer Guides ensure that guests have an informative and engaging experience, as well as offering a warm welcome to guests on arrival, assisting with the admissions process and providing guests with any additional information they need for their visit.

POSITION OVERVIEW

Title: Volunteer Guide

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 a Volunteer Guide supporting the Visitor Experience team by:

- Conducting guided tours of the permanent and temporary exhibitions
- Providing occasional tours, if necessary, of the venue (including behind the scenes) for VIPs, special visiting groups, and others.
- Dealing skilfully with a diverse range of guests in a variety of circumstances.
- Continually keeping informed about changes in Japan House programming and events.

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

CAPABILITIES & QUALITIES SOUGHT

Who we are looking for:

- Good 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 experience in engaging with visitor groups in a 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 within the VEA team or other roles with us, 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 18:00pm on Sunday.

- 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.