

## **WELCOME HOST (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 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 to support our excellent Visitor Experience team during a busy holiday period. Our volunteers offer a warm welcome to guests on arrival, assisting with the admissions process and providing vguests with any information they need for their visit.

## **POSITION OVERVIEW**

**Title:** Welcome Host (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 a volunteer Welcome Host supporting the Visitor Experience team:

- Welcoming guests and being a point of information at the entrance
- Interacting directly with the public and staff to deliver professional & friendly customer service
- Patrolling the public spaces, providing assistance and information to guests
- Handing out leaflets / promotional information related to Japan House activities

## **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 etc.
- 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 18:00 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.