



VOLUNTEER ROLE DESCRIPTION:

VISITOR HOST

Reports to: Operations Manager
Liases with: Staff and volunteers
Job Type: Volunteer. 3 hours a week on average. 'Front of house' role.

Purpose of the role:

The role of the Visitor Host is to provide a friendly and informative experience for our visitors; greeting visitors and providing a guided tour of the exhibition space, answering queries and fostering the mission and vision of the Holocaust Centre of New Zealand.

Volunteer Responsibilities:

- Maintain a professional, welcoming and inclusive environment for visitors, staff and volunteers. Keep the Centre clean and tidy.
- Be vigilant with security, monitoring the CCTV, and following entrance procedures for visitors.
- Welcome visitors & introduce them to the Holocaust Centre, 'Who we are' and 'What we do' and make enquiries of the visitors interest.
- Guide visitors through the core exhibits. If visitors are content with independent viewing let them know that you are there for any questions.
- Open and close the Centre according to procedures.
- Be familiar with, and adhere to, the HCNZ manual and policies and procedures.
- Health & Safety: Be familiar with fire evacuation procedure and report any health & safety/security concerns.
- Record all visitors in the Daily Log and update HCNZ's database as required.
- Work collaboratively with the HCNZ volunteer team and staff to ensure that tasks are actioned in a timely and professional manner.
- Assist in the room setup, preparation and pack up, for school / group visits or events.
- If unable to volunteer for scheduled shift liaise with the Roster Coordinator and/or Operations Manager to ensure shift coverage.
- Participate in an orientation and training period.
- Attend volunteer meetings and workshops, read communication book, recommended readings and keep up to date with changes in exhibits or policies and procedures.
- Administrative tasks as required, including taking phone calls.

In addition to volunteering as Visitor Host you could also be involved in:

- Collaborating or assisting other volunteers, board members and/or staff in the organisation, delivery and promotion of public programmes and special events or projects, administrative tasks, doing research, and other tasks as reasonably requested.
- Assisting Volunteer Educators in the delivery of classroom educational sessions as required.

Benefits

- You will be welcomed as a valued member of a small team, where you will have the opportunity to learn about the Holocaust and have the opportunity to contribute and implement your own ideas.
- Opportunity to work within the museum environment with dedicated volunteers & Holocaust survivors. Learn new skills and utilise your knowledge of history & human rights.
- Volunteers are highly valued members of the HCNZ team and contribute to its mission that HCNZ inspires and empowers action against antisemitism, discrimination and apathy by remembering, educating and bearing witness to the Holocaust.