

Volunteer Role Description Temporary Festival Information Hub Hosts 12th – 18th February 2018	
About JORVIK Viking Festival & Hubs.	<p>Organised by The JORVIK Group (the attractions and events division of the York Archaeological Trust) The JORVIK Viking Festival is an annual celebration of York's Viking heritage with events across the city centre www.jorvik-viking-festival.co.uk.</p> <p>The information Hubs offer city centre information points, allowing visitors to orientate themselves with all the Festival and The JORVIK Group has to offer. They are vital in offering a dedicated welcome and assistance point to locals and the international range of visitors alike.</p>
Purpose of the Role	To form part of a team of volunteers who will run a Festival Information Hub to welcome, inform, enthuse and engage visitors with all the Festival and The JORVIK Group has to offer.
Main Duties	Assisting at the city centre Festival Information Hubs to provide information and promotional materials to the public about the festival events and the JORVIK Group attractions. To offer access to a handling collection of artefacts from Viking York as a way of creating further engagement.
Skills	Volunteers will need excellent communication skills, to be confident talking to a wide range of people and should have an awareness of the location of the main facilities and attractions in York. They should have an interest in the Viking Festival and JORVIK Group of attractions and a desire to offer their time to support these.
Areas of Interest	This is an ideal role for anyone interested in heritage events and festivals and seeking experience or involvement in the customer experience at these.
Support/Coordination	Helen Harris, Head of Volunteering, will offer you overall support and coordination with daily coordination from the Volunteer & Event Management Teams.
Induction and Training	All volunteers are asked to attend the Welcome Day on 6 th February and the Festival training day on 7 th February 2018 to receive their training and induction.
Hours	Volunteers are asked to volunteer for a suggested minimum of 1 full day or two half days. Full days are 9.30 am – 5pm and half-days can be offered as periods with in this.
Uniform	There will be a bank of festival jackets for you to borrow which we ask you to team with black trousers or black jeans and dark footwear such as walking boots. You will need to wear warm and comfortable clothing and shoes.
Additional Information	Please note this role involves volunteering outside in the external marquees used for the Information Hubs. As such volunteers should ensure they are warmly dressed and comfortable volunteering in colder environments. The Hubs can also be very busy and involve a lot of time standing. If you have any concerns about the environment please talk to our Head of Volunteering.