

Volunteer Ambassador Role Description	
The Arts Centre Te Matatiki Toi Ora	
Volunteer role title: Ambassador	
<b>Purpose of the role:</b>	<p>Ambassadors are an important asset to The Arts Centre as they are the first point of contact for local and international visitors.</p> <p>Ambassadors will enrich the experience of visiting The Arts Centre by providing practical support and adding to its image as a welcoming creative place.</p>
<b>Key tasks &amp; responsibilities:</b>	<p>Ambassadors will warmly welcome visitors. They will promote and distribute information about the site, operations, programmes and history of The Arts Centre. They will provide directions to facilities.</p> <p>Ambassadors will encourage donations from visitors but will not handle cash themselves.</p> <p>Ambassadors will be asked to report on feedback received from visitors to contribute to the development of the visitor experience.</p> <p>A uniform will be supplied by The Arts Centre.</p>
<b>Reporting and support:</b>	<p>Ambassadors report to the Volunteer Programme Coordinator. They may take any issues that they do not feel have been adequately dealt with (or are concerning the Volunteer Coordinator) to the Curator of Programmes and Events or the Manager of Programmes and Partnerships. They will be supported by Den staff during their shifts.</p>
<b>Time commitment:</b>	<p>A minimum commitment of two 2-hour shifts per month for a length of at least one year is required.</p> <p>Attendance at orientation training of up to 6 hours and ongoing training (up to 4 x 2hr sessions annually) is also required.</p>

	Ambassadors will be asked to indicate their availability for the roster. Shifts will be confirmed or rearranged with the Volunteer Coordinators. Extended holidays can be accommodated when adequate notice is given.
<b>Training:</b>	Orientation and ongoing training and materials will be provided so that Ambassadors feel confident in the role and knowledgeable about The Arts Centre. Costs of training will be covered by The Arts Centre, but will not include transport to and from the venue.
<b>Performance measurements:</b>	At 6 months, and annually after that, performance will be evaluated, and feedback exchanged between the Ambassador and the Volunteer Coordinator.
<b>Location of position:</b>	Ambassadors are based at The Arts Centre in Christchurch.
<b>Benefits offered:</b>	
<b>Work skills:</b>	Being an Arts Centre Ambassador is great training for customer focussed roles and Ambassadors can expect to gain knowledge and understanding of the history of The Arts Centre and wider area.
<b>Contacts:</b>	As part of The Arts Centre team, Ambassadors may develop relationships with staff and other volunteers that may assist them in their professional and social development.
<b>Recognition:</b>	Ambassadors are a valued part of The Arts Centre team and will be recognised for their contribution through The Arts Centre's volunteer awards programme.  Verbal references will be provided on request to future employees by The Volunteer Coordinator after 6 months of service.
<b>Social occasions:</b>	The Arts Centre will provide at least two social events for Volunteers annually and discounted ticket prices for events produced by The Arts Centre where budgets allow.

<p><b>Ideal person specification:</b></p>	
<p><b>Attributes and skills:</b></p>	<p>Ambassadors should be personable, have a positive attitude, know how to make all visitors feel welcome, and feel comfortable chatting to strangers of all ages and backgrounds. They should be confident working unsupervised and be punctual and organised.</p> <p>Ambassadors should have the ability to learn, retain and explain key information about The Arts Centre.</p> <p>Ambassadors should recognise the importance of biculturalism in Aotearoa New Zealand and be prepared to learn to pronounce te reo Māori names and greetings, and tikanga Māori basics.</p>
<p><b>Experience and knowledge:</b></p>	<p>No previous experience is required, though previous knowledge of The Arts Centre and arts and culture is advantageous.</p>